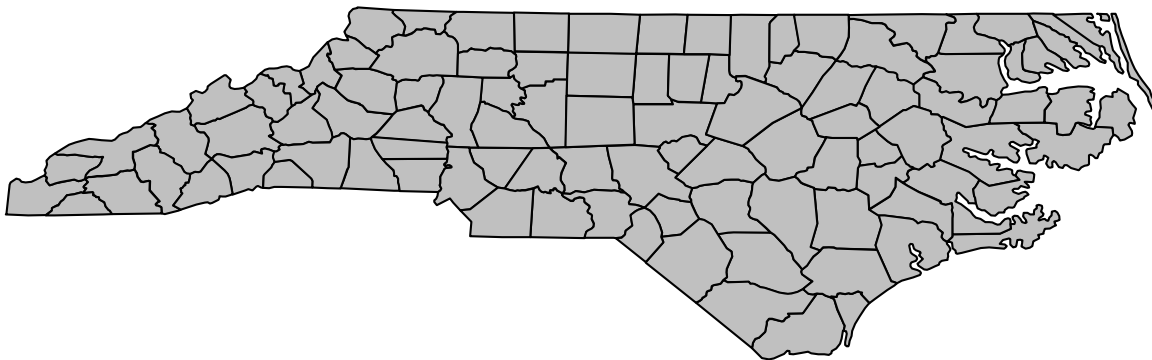


**North Carolina Division of Mental Health, Developmental
Disabilities, and Substance Abuse Services**

**Quarterly Report on
Level 2 and 3 Incidents in Local Management
Entities Catchment Areas**

**State Fiscal Year 2006 - 2007
Third Quarter
January 1, 2007 - March 31, 2007**



Prepared by

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July 2007



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Executive Summary

The reporting of Level 2 and 3 incidents by NCGS 122C licensed facilities (except hospitals) and unlicensed community-based providers of mental health, developmental disability and substance abuse services is a statewide requirement that began July 1, 2003. The task of implementing this process has been taking place at the same time that major changes have been occurring in the manner that local services are organized, provided and managed. As a result, the reporting and analysis of incident data has been an evolving and continuously improving process.

Caution Should Be Exercised In Interpreting Incident Report Data:

Caution should be exercised in interpreting changes in incident data over time as well as differences among LMEs.

When evaluating data over time, it should be noted that the number of providers submitting reports and the number of incidents reported has steadily increased over the past four years. There were notable increases between the 2nd - 4th quarters of SFY05 when many of the LMEs signed the DHHS-LME Performance Contract (which placed additional emphasis on incident reporting) and again in SFY07 as the number of service providers enrolled to provide the new enhanced Medicaid services increased. The growth in the number of reported incidents is believed to be the result of better compliance with the reporting requirement as LMEs educated providers about their responsibility to report incidents and does not necessarily mean that the occurrence of incidents has been increasing.

When comparing data for individual LMEs, because of the evolving nature of incident reporting over the past 4 years, and because of the changes that have taken place as a result of mental health reform, it has been difficult to interpret with certainty, the reasons for specific increases and decreases in the numbers of incidents and the variability in incident rates from LME to LME or from quarter to quarter. In many cases, the types of incidents, numbers, and rates of incidents reported likely reflect where the LME is in working with providers in its catchment area on incident reporting. In order to formulate a more informed picture of what may be occurring within an LME's catchment area, a more detailed analysis of data available at the local level would be necessary.

Third Quarter SFY07 Incidents Data Highlights:

Statewide, **1,160 providers submitted a total of 3,467 Level 2 and Level 3 incident reports, for an average of 3.0 reports per provider.** These incident reports contained a **total of 3,651 incidents** (some incident reports contained more than one co-occurring type of incident).

The **number of consumers involved was 2,477.** The **highest number of incident reports for a single consumer was 22.** The **average number of incident reports per consumer for all other consumers was 1.4.**

As summarized below, the vast majority of reported incidents were Level 2 incidents:

- **Level 2. 98.4% of incident reports were Level 2 incidents (3,593 incidents).** 28% of these incidents were related to consumer behavior, 19% involved restrictive interventions, 18% involved injuries, 11% involved allegations of abuse, neglect, or exploitation, 5% were deaths due to terminal illness, natural causes or the cause was unknown at the time of the report, 3% were medication errors, and 17% were "other incidents" (mostly unplanned consumer absences).
- **Level 3. 1.6% of incident reports were Level 3 incidents (58 incidents).** 62% of these incidents were deaths due to suicide, accident, or homicide/violence, 16% were allegations of abuse, neglect, or exploitation, 12% were injuries, 9% were consumer behavior related, and 2% involved a restrictive intervention.

The rate of total incidents reported statewide was 13.8 per 1,000 active consumers¹. Of this total rate, the rate for Level 2 incidents was 13.6 per 1,000 active consumers, and the rate for Level 3

¹ Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

incidents was 0.2 per 1,000 active consumers.

Almost two-thirds (61%) of the incidents occurred on the provider's premises, 14% occurred in the community, 13% occurred at the consumer's legal residence, and 12% occurred elsewhere or the location of the incident was unknown.

The total number of deaths reported this quarter was 204 for a rate of 0.81 per 1,000 active consumers. More than four-fifths (85%) of these deaths were due to terminal illness, natural causes or causes that were unknown at the time of the report. Suicides accounted for 7%, accidents accounted for 7%, and homicide/violence accounted for less than 1% of the deaths reported this quarter.

The number of reported incidents involving the use of restraint, seclusion, or isolation was 677, for a rate of 2.54 per 1,000 active consumers. Most of these incidents (89%) involved the use of physical restraint.

The number of reported injuries requiring treatment by a licensed health care professional was 656 for a rate of 2.61 per 1,000 active consumers. "Trip or Fall" was the most common category representing 29% of the total for the quarter, followed by aggressive behavior (17%), self-injury (10%), and auto accident (9%). One-third of the injuries (35%) were in the "Other Injury" category.

The number of reported incidents involving allegations of abuse, neglect, or exploitation was 387 for a rate of 1.53 per 1,000 active consumers. Three-quarters (74%) of these reported incidents involved allegations of abuse, 22% involved allegations of neglect, and 4% involved allegations of exploitation.

The number of reported medication errors was 105 for a rate of 0.42 errors per 1,000 active consumers. Three-quarters (77%) of the reported incidents were due to a missed or refused dose, 17% involved the administration of the wrong dosage, 4% involved the administration of the wrong medication, and 2% involved the administration at the wrong time.

The number of reported incidents involving consumer behavior was 1,007 for a rate of 4.00 incidents per 1,000 active consumers. One-quarter (28%) involved aggressive/destructive acts by the consumer, 7% involved suicide attempts, and 6% involved inappropriate or illegal sexual behavior. Over half (59%) of the incidents involved "other" consumer behavior.

The number of "other" reported incidents was 615 which equates to 2.45 incidents per 1,000 active consumers. Unplanned consumer absences over three hours and absences reported to legal authorities accounted for four-fifths (81%) of these other incidents.

LME Reported Improvement Activities:

Due to the efforts of the LMEs, providers are developing new ways to address issues and are implementing new practices.

Two LME's reported that a number of providers are now routinely providing information gathered from the incident reporting process to their Quality Improvement and Clients' Rights Committees and using this information to improve their services, staff effectiveness, and consumer outcomes.

One LME reported on a new approach taken by a provider to reduce medication errors. The provider determined that the majority of errors occurred when residents were away from the facility on therapeutic leave. The provider instituted a system of reminder phone calls for consumers who are on home visits with family members.

Introduction

Purpose

As required by 10A NCAC 27G .0601 through .0609, Local Management Entities (LMEs) are responsible for receiving, reviewing and responding to Level 2 and Level 3 Incident Reports from Category A (NCGS 122C licensed facilities, except hospitals) and Category B (unlicensed community-based) providers of mental health, developmental disability and substance abuse services in their catchment areas. Service providers submit these reports to LMEs which analyze this collected information as part of their quality management efforts and report summarized information each quarter to the North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services.

An incident is any unusual occurrence in the care or treatment of a consumer or the routine operation of a service/facility that can have an adverse impact on consumers, providers, visitors, or others in the community. The reporting and analysis of information on incidents are important parts of efforts to manage the quality of care being delivered. This statewide report is intended to support local efforts to improve the quality of care being delivered by providing comparative data on incidents being reported across the community system in North Carolina to facilitate trend analysis and the identification of potential opportunities for improvement. In addition, this report is provided to share information about what LMEs are doing to enable LMEs to learn from each other.

Evolving Nature of Incident Reporting

The statewide reporting of incidents is an evolving and continuously improving process. The process of deciding how best to report, summarize, and share this collected information is a collaborative process that continues to change over time as a better understanding of the issues is gained.

In an effort to ensure appropriate response to incidents and statewide consistency in what is reported, a workgroup of state, LME, and provider staff developed a three-tiered incident response and reporting system*. This system included an incident reporting form to document and report individual incidents (DHHS Incident and Death Report Form QM02, effective October 1, 2004), and a quarterly report (LME Quarterly Incidents Report, Form QM13) to enable LMEs to report summary data, analysis of trends, actions taken, results, and next steps. Both forms have been revised several times over the years.

Prior reports, reporting forms, and their instructions can be found on the Division's website: <http://www.ncdhhs.gov/mhddsas/statpublications/manualsforms/index.htm>

The Division will continue to work with LMEs to refine what should be reported to enhance the usefulness of incident reporting as a quality management tool. Please give us feedback! We welcome your suggestions on how we can make this report more useful and more relevant. Our address, email, and phone number are on the last page of the report. Thank you in advance for your feedback.

Organization and Content

Following the Introduction and Executive Summary, this report is organized into three sections.

- **Section 1** provides charts and graphs summarizing **statewide aggregate data** on Level 2 and Level 3 incidents.
- **Section 2** summarizes the **findings of LMEs** with regard to their own analyses of the data, highlighting common areas of concern and some of the quality improvement activities being undertaken.
- **Section 3** provides **detailed data** on Level 2 and Level 3 incidents showing LME and statewide results. For each type of incident, the number of incidents, the rate per 1,000 active consumers, numbers of consumers involved, and highest number of incident reports for a single consumer are provided in separate tables for Level 2 and 3 incidents (combined), for Level 2 incidents, and for Level 3 incidents.

* **Level 3 incidents** are adverse events that result in death, permanent physical or psychological impairment to a client or to others caused by a client, or threat to public safety caused by a client. **Level 2 incidents** are adverse events that result in a threat to a client's health or safety or a threat to the health or safety of others due to the client's behavior and that do not meet the definition of a Level 3 incident. **Level 1 incidents** are unusual or adverse events that do not meet the definition of a Level 2 or 3 incident and are handled by providers' internal QM processes.

I. Summary Graphs and Charts of Statewide Data

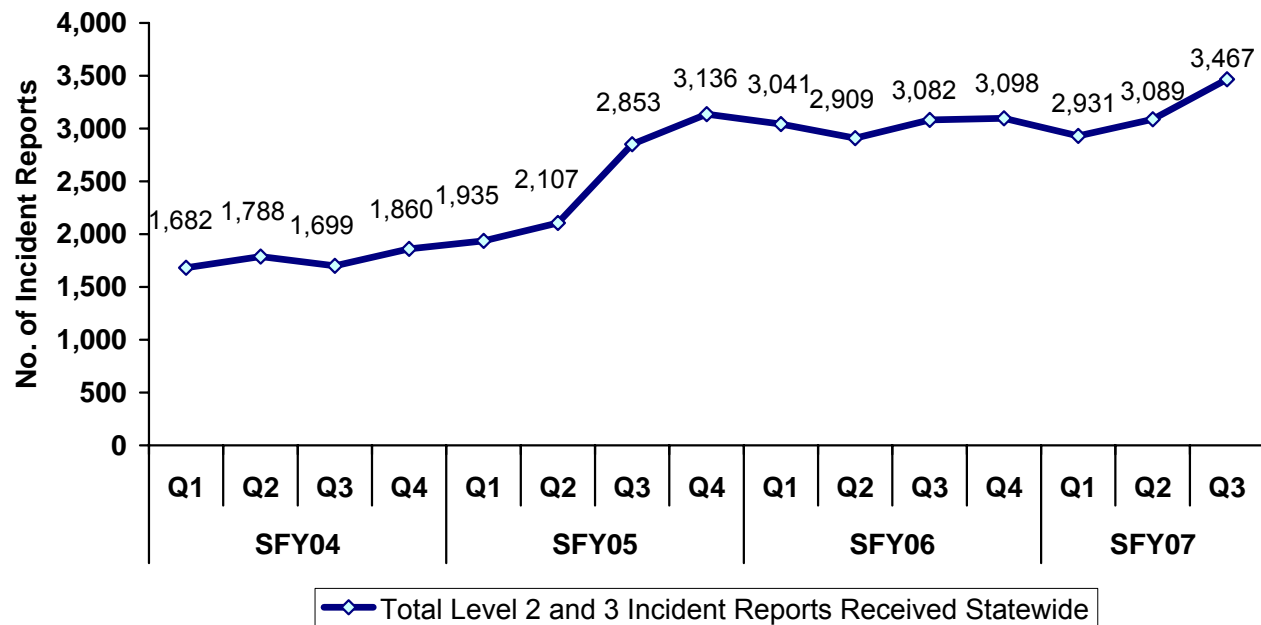
Number of Level 2 and 3 Incident Reports Received Statewide SFY2004 - SFY2007

This graph shows the number of Level 2 and Level 3 incident reports received each quarter since July 2003 when the requirement for incident reporting became effective.

The number of incident reports received increased during the first two years, leveled off in the third year, and increased in the fourth year. The overall increase is believed to reflect increased compliance with the reporting requirement, as the number of providers submitting incident reports also increased during this timeframe. LMEs have continuously made great efforts to provide training and technical assistance to service providers on incident reporting and their responsibility to report incidents.

During the last half of SFY2005 and during SFY2007, there were visible increases in the numbers of incidents reported. The following factors are believed to be responsible for causing these increases:

- In the second quarter of SFY2005, the quarterly incident report was revised to track additional types of incidents. This may have prompted the reporting of incidents that otherwise may not have been reported.
- In the third quarter of SFY2005, 21 LMEs signed the Performance Contract which placed additional emphasis on incident reporting by introducing incident reporting and provider monitoring performance measures. LMEs conducted increased provider education, technical assistance, and monitoring activities focused on ensuring that providers were aware of and complying with incident reporting requirements and were using information learned to make improvements. Incident reporting increased across the board in a variety of categories of incidents.
- In SFY2007, the number of service providers enrolled to provide the new enhanced Medicaid services increased. There was a corresponding increase in the number of providers reporting incidents; however, the average number of incident reports per provider remained the same.



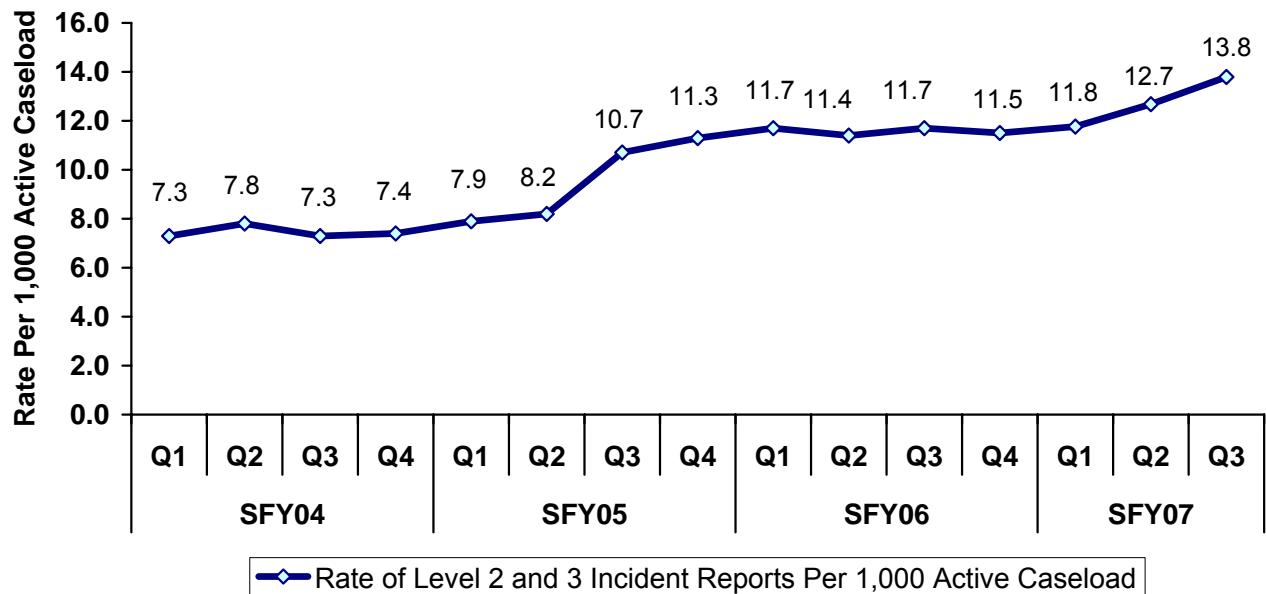
Rate Per 1,000 Active Caseload of Level 2 and 3 Incidents Statewide SFY2004 - SFY2007

This graph shows the rate per 1,000 active caseload* of Level 2 and Level 3 incidents that were reported each quarter since July 2003 when the requirement for incident reporting became effective. Evaluating rates offers a better comparison measure than the actual numbers due to variation in the sizes of LMEs and the numbers of consumers served.

The rate per 1,000 active caseload of reported incidents increased during the first two years, leveled off during the third year, and increased during the fourth year. The overall increase is believed to reflect increased compliance with the reporting requirement, as the number of providers submitting incident reports also increased during this timeframe. LMEs have continuously made great efforts to provide training and technical assistance to service providers on incident reporting and their responsibility to report incidents.

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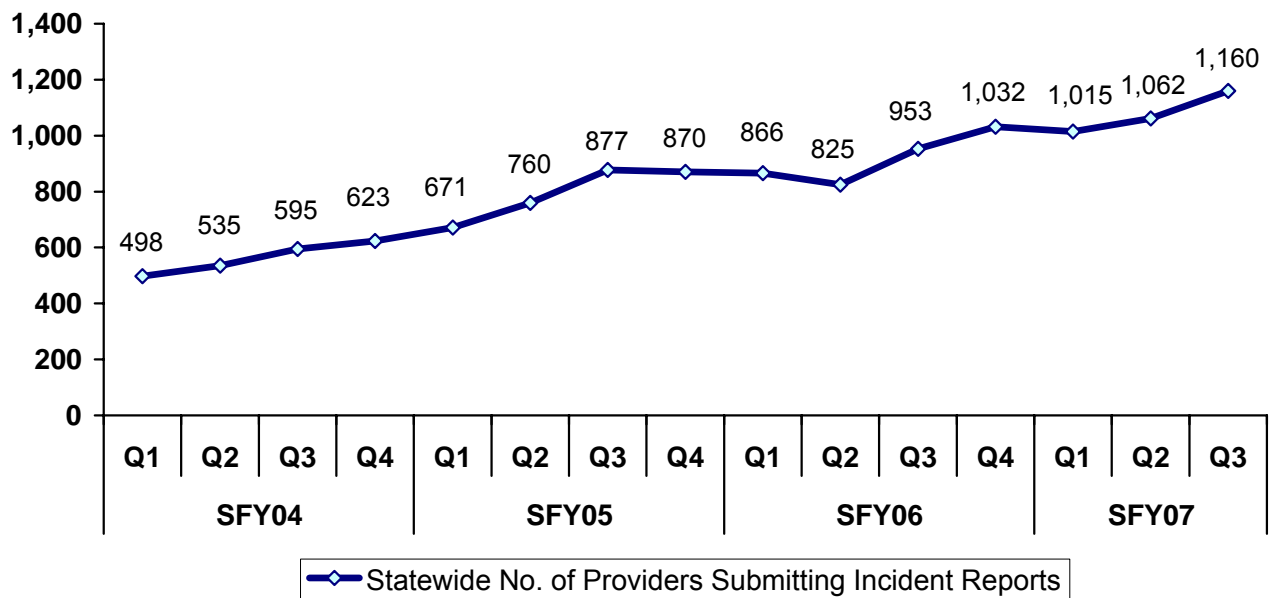
* The active caseload for the quarter is the average of the active caseloads for each of the three individual months during the quarter. The active caseload for the month is calculated by performing a distinct count of client IDs for all consumers in the CDW with an active status code that were admitted prior to the end of the month and includes consumers that were discharged during the month.

Number of Providers Statewide Submitting Level 2 and Level 3 Incident Reports SFY2004 - SFY2007

This graph shows the number of providers that have submitted Level 2 and/or Level 3 incident reports each quarter since July 2003 when the requirement for incident reporting became effective.

Over the past four years of incident reporting, as the trendline shows, the number of providers submitting incident reports has increased. This reflects increased compliance with the reporting requirement that resulted from LMEs providing training and technical assistance on incident reporting and providers becoming educated about their responsibility to report incidents. It also reflects the increase in the number of service providers enrolled to provide the new enhanced Medicaid services that took place since March 2006.

During the third quarter of SFY2007, 1,160 providers submitted an incident report, continuing the trend of increasing participation and reporting.



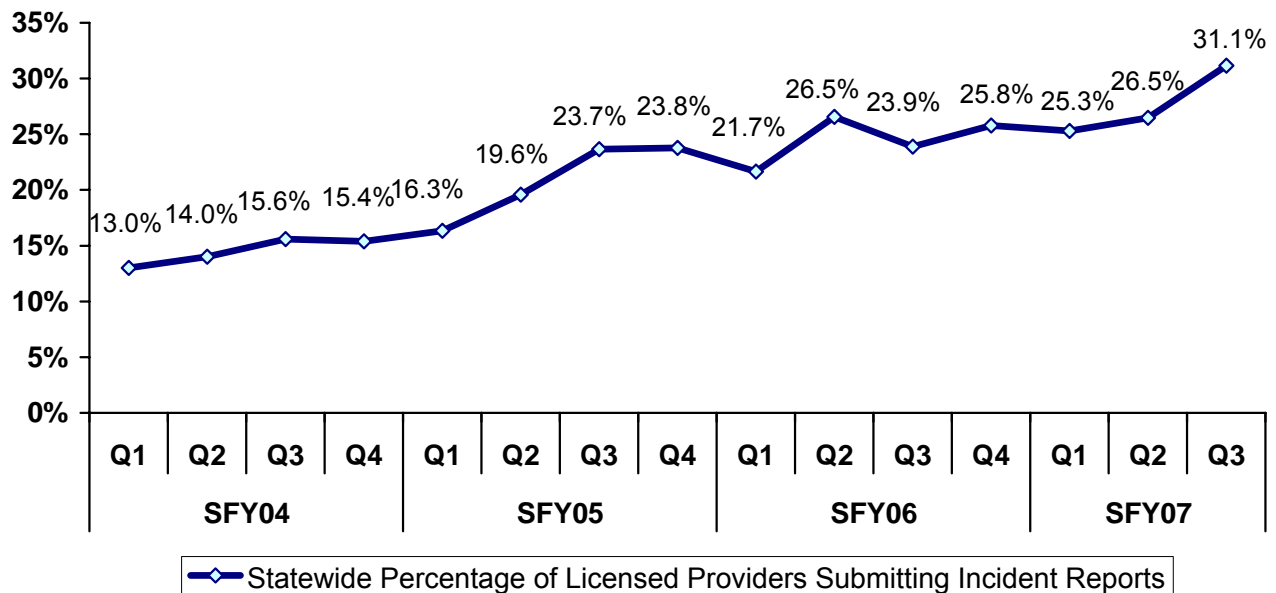
Percent of Licensed Providers Submitting Level 2 and Level 3 Incident Reports SFY2004 - SFY2007

This graph shows the number of providers that have submitted Level 2 and/or Level 3 incident reports as a percentage of licensed providers each quarter since July 2003 when the requirement for incident reporting became effective.

It should be noted that both licensed and unlicensed providers are required to report Level 2 and Level 3 incidents. Because statewide information on the number of unlicensed providers serving consumers of MH/DD/SA services was not readily available, comparing the number of providers that submitted Level 2 and Level 3 incident reports against the numbers of licensed providers in a catchment area has provided some insight into the degree of reporting by providers. Low percentages of providers reporting may indicate inadequate reporting of incidents.

Over the past four years of incident reporting, the number of providers submitting incident reports as a percentage of licensed providers has continued to increase over time. This is believed to reflect increased compliance with the reporting requirement resulting from LMEs providing training and technical assistance on incident reporting and providers becoming educated about their responsibility to report incidents.

During the third quarter of SFY2007, the equivalence of 31.1% of licensed providers submitted incident reports.

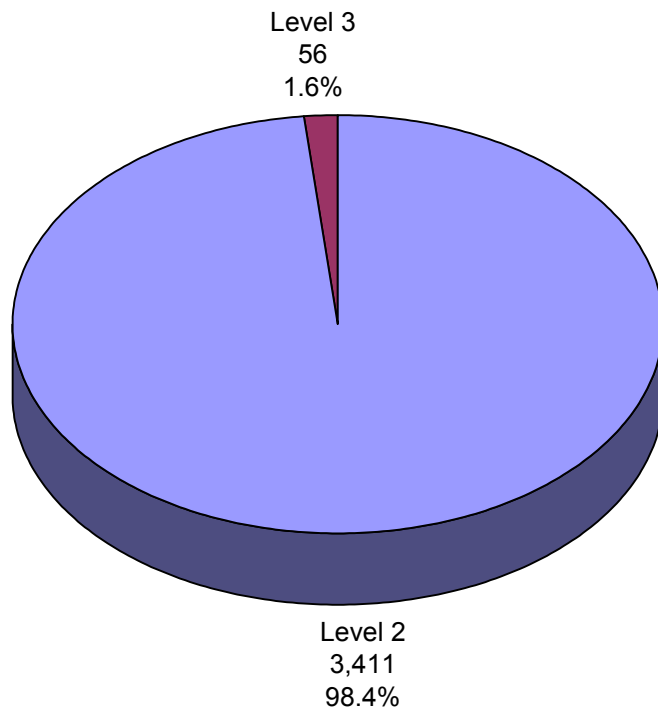


Level 2 and 3 Incidents Reported Statewide By Level of Incident Third Quarter 2007

Statewide, a total of 3,467 Level 2 and Level 3 incident reports were received this quarter. 98.4% (3,411) involved Level 2 incidents and 1.6% (56) involved Level 3 incidents¹. These incident reports contained a total of 3,651 incidents (some incident reports contained more than one co-occurring type of incident).

The unduplicated count of consumers involved was 2,477. The highest number of incident reports for a single consumer was 22. The average number of incident reports per consumer for all other consumers was 1.4

The statewide average rate of Level 2 and Level 3 incidents (combined) for this quarter was 13.79 incidents per 1,000 active consumers². The rate for Level 2 incidents was 13.56 incidents per 1,000 active consumers, and the rate for Level 3 incidents was 0.22 incidents per 1,000 active consumers.



1. The definitions of Level 2 and Level 3 incidents are provided in 10A NCAC 27G .0602. In general:

Level 2 includes any incident that involves a threat to a consumer's health or safety or a threat to the health or safety of others due to consumer behavior.

Level 3 includes any incident that results in (1) a death or permanent physical or psychological impairment to a consumer, (2) a death or permanent physical or psychological impairment caused by a consumer, (3) a threat to public safety by a consumer, or (4) public scrutiny.

The tables in Section III of this report provide additional details on these types of incidents.

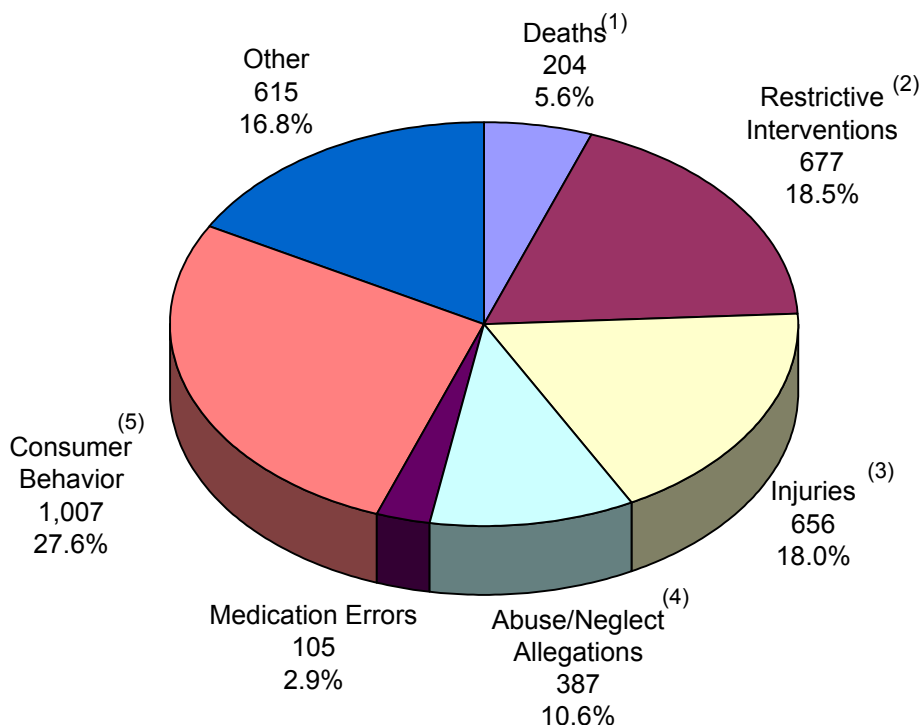
2. **Active consumers** are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Level 2 and 3 Incidents Reported Statewide By Type of Incident Third Quarter 2007

Statewide, a total of 3,651 Level 2 and Level 3 incidents were reported this quarter.

- **27.6% were related to consumer behavior** (suicide attempt, inappropriate or illegal sexual behavior, aggressive or destructive acts by the consumer, or other consumer behavior);
- **18.5% involved restrictive interventions** (the use of physical restraints, isolation, or seclusion);
- **18.0% involved injuries** (as a result of aggressive behavior, self-injury, trip or fall, auto accident, or other cause);
- **10.6% involved allegations of abuse, neglect or exploitation**
- **5.6% involved deaths;**
- **2.9% involved medication errors** (wrong dosage, wrong medication, wrong time of administration, or missed/ refused dose); and
- **16.8% were categorized as "other"** (suspension from services, expulsion from services, unplanned consumer absence over 3 hours or reported to legal authorities, or fire).

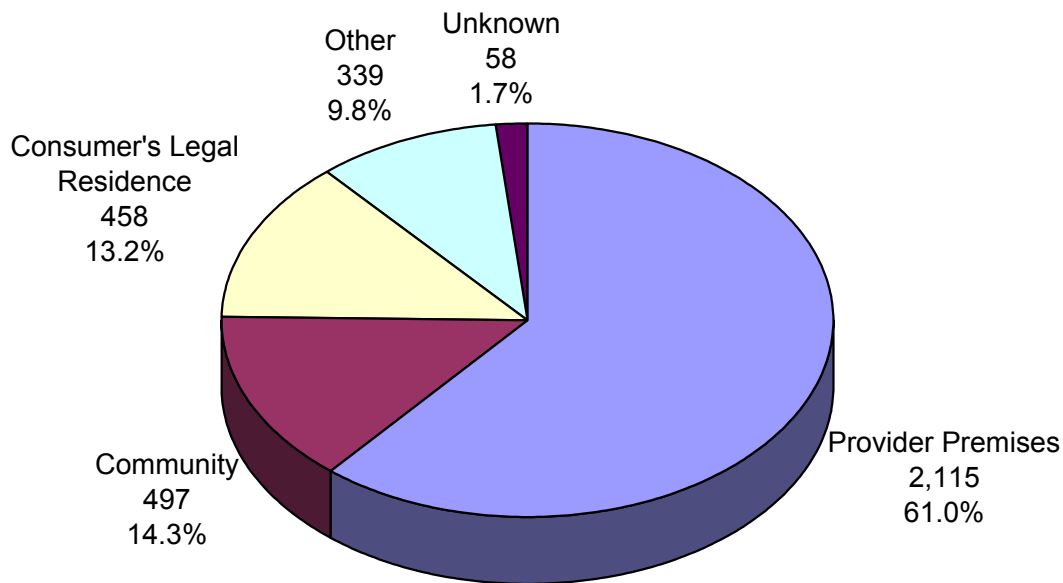
Further information about each type of incident is provided in subsequent charts and tables in this report.



- (1) 36 deaths were Level 3 incidents (due to suicide, accident, homicide/violence), 168 deaths were Level 2 incidents.
- (2) 1 restrictive intervention incident was a Level 3 incident (resulting in permanent physical or psychological impairment), 676 were Level 2 incidents.
- (3) 7 injuries were Level 3 incidents (resulting in permanent physical or psychological impairment), 649 were Level 2 incidents.
- (4) 9 abuse/neglect allegations were Level 3 incidents (resulting in permanent physical or psychological impairment or arrest), 378 were Level 2 incidents.
- (5) 5 consumer behavior incidents were Level 3 incidents (resulting in permanent physical or psychological impairment, arrest of the consumer, or public scrutiny), 1,002 were Level 2 incidents.

Level 2 and 3 Incidents Reported Statewide By Location of Incident Third Quarter 2007

Statewide, approximately two-thirds (61.0%) of the Level 2 and Level 3 incidents reported this quarter occurred on the provider's premises; 14.3% occurred in the community; 13.2% occurred at the consumer's legal residence; and 11.5% occurred elsewhere or the location of the incident was unknown.

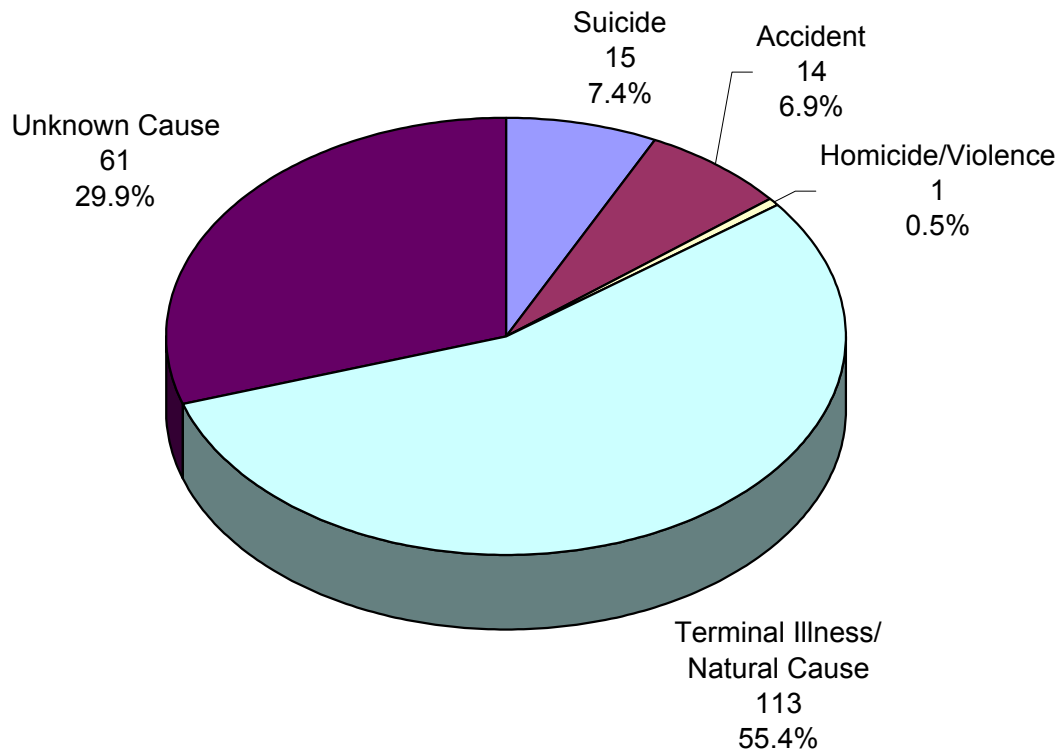


It should be noted that providers must report incidents that occur while a consumer is under their care and supervision. In these cases, the location of the incident will reflect the location where the service is provided. For example, services that are facility or office-based will likely report that the incident occurred on the provider premises. Services that are community-based will likely report that the incident occurred in other settings away from the provider premises.

Providers of periodic services also report some types of incidents that occur when the consumer is not under their care and supervision. In these cases, the location of the incident may not reflect where the service is provided. For example, a provider learns of and reports the death of a consumer that died in an auto accident while out of town.

Deaths Reported Statewide By Cause Third Quarter 2007

A total of 204 deaths were reported statewide this quarter for a rate of 0.81 per 1,000 active consumers¹. Four-fifths (85.3%) of the deaths were due to terminal illness, other natural causes, or the cause was unknown at the time the death was reported. Suicide accounted for 7.4%, accidents accounted for 6.9%, and homicide/violence accounted for 0.5% of the deaths reported this quarter.

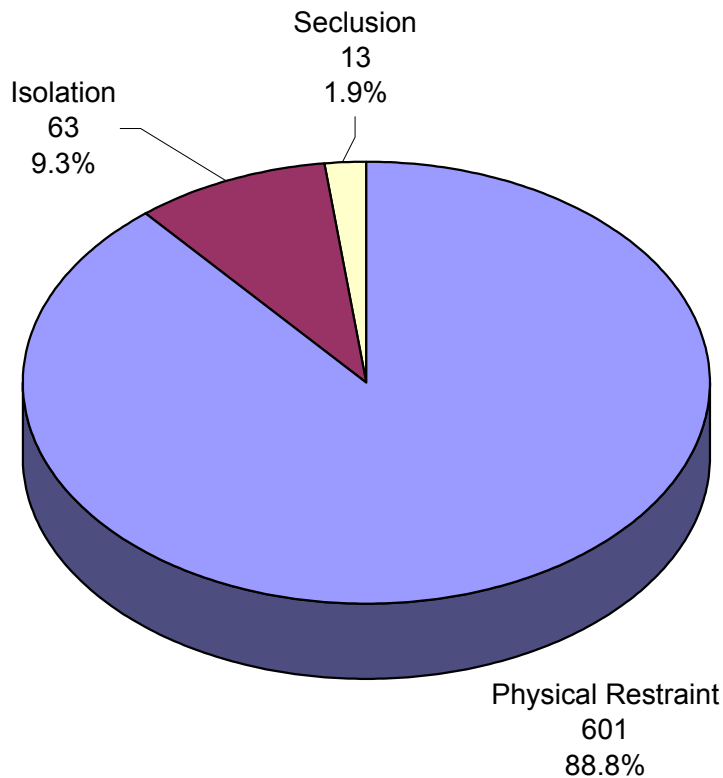


1. Active consumers are the average monthly active caseload for the quarter and are calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Incidents Involving Restrictive Interventions Third Quarter 2007

Statewide, a total of 639 incident reports containing a total of 677 incidents related to the use of restrictive interventions (restraint, seclusion, or isolation) were submitted this quarter for a rate of 2.54 incidents per 1,000 active consumers¹.

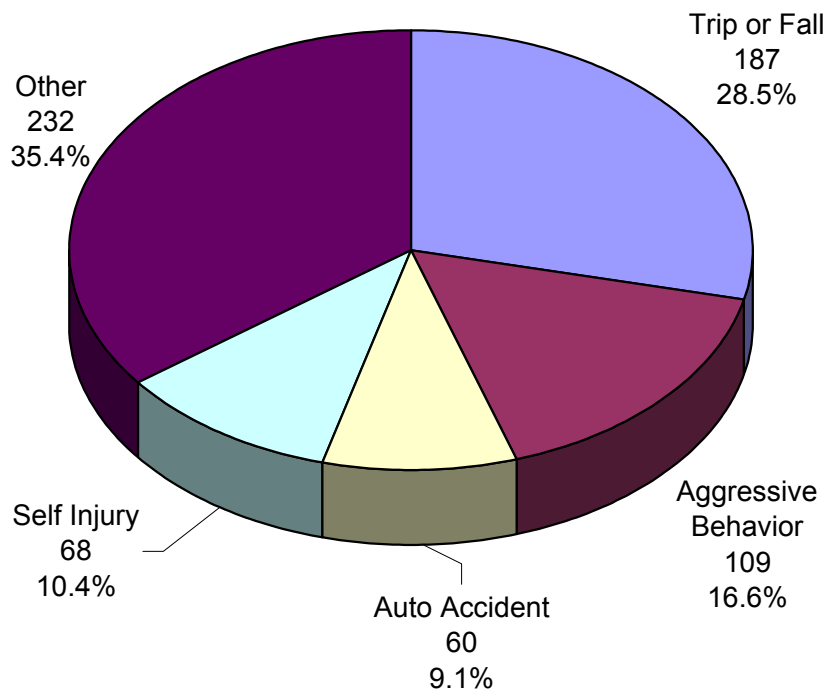
Most of the reported incidents (88.8%) involved the use of physical restraint. One of the incidents reported was Level 3 incident, 638 were Level 2 incidents.



1. Active consumers are the average monthly active caseload for the quarter and are calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Consumer Injuries Reported Third Quarter 2007

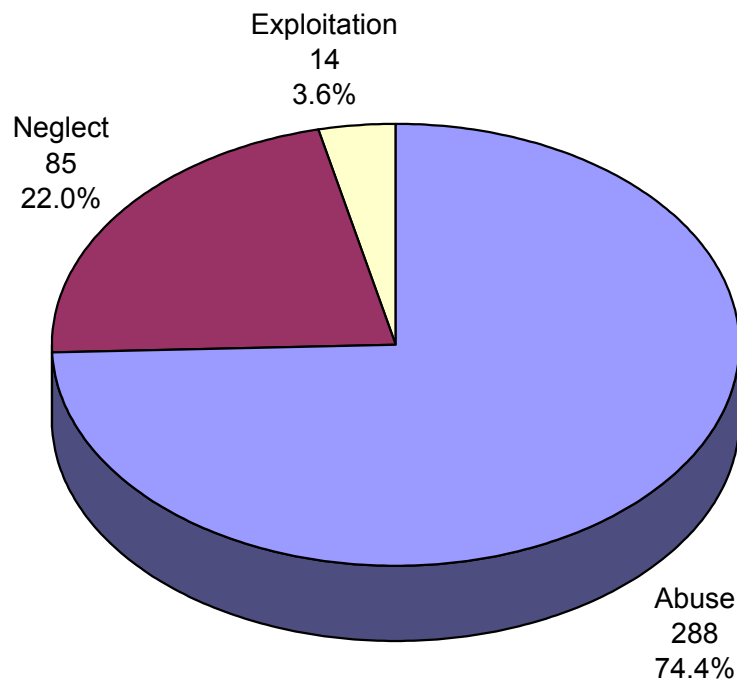
Statewide, 656 injuries requiring treatment by a licensed health care professional were reported this quarter for a rate of 2.61 incidents per 1,000 active consumers¹. Trips or Falls represented 28.5% of the total for the quarter, aggressive behavior accounted for 16.6%, self-injury was 10.4%, and auto accident was 9.1%. "Other" injuries made up 35.4% of the reported incidents. 7 of the incidents that were reported this quarter were Level 3 incidents (1 involved aggressive behavior, 1 involved trip or fall, and 5 were "other" injury). The remaining 649 incidents were Level 2 incidents.



1. Active consumers are the average monthly active caseload for the quarter and are calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Allegations of Abuse, Neglect, or Exploitation Reported Third Quarter 2007

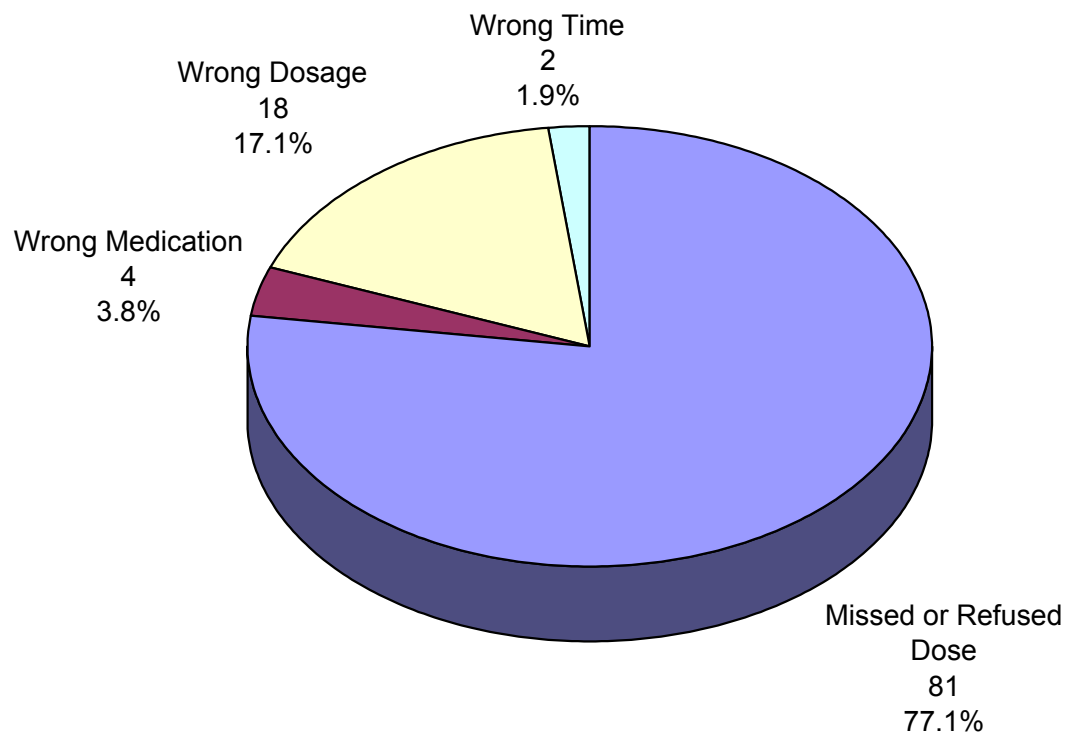
Statewide, 384 incident reports involving 387 allegations of abuse, neglect, or exploitation were submitted this quarter for a rate of 1.53 incidents per 1,000 active consumers¹. As these numbers indicate, several incident reports included more than one type of allegation (e.g. abuse and neglect) on the same report. Three-quarters (74.4%) of the reported incidents involved allegations of abuse, almost one-quarter (22.0%) involved allegations of neglect, and 3.6% involved allegations of exploitation. 9 (2.3%) of the reported incidents involving allegations of abuse, neglect, or exploitation this quarter were Level 3 incidents (6 abuse, 2 neglect and 1 exploitation); the remaining 378 (97.7%) incidents were Level 2 incidents.



1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Medication Errors Reported Third Quarter 2007

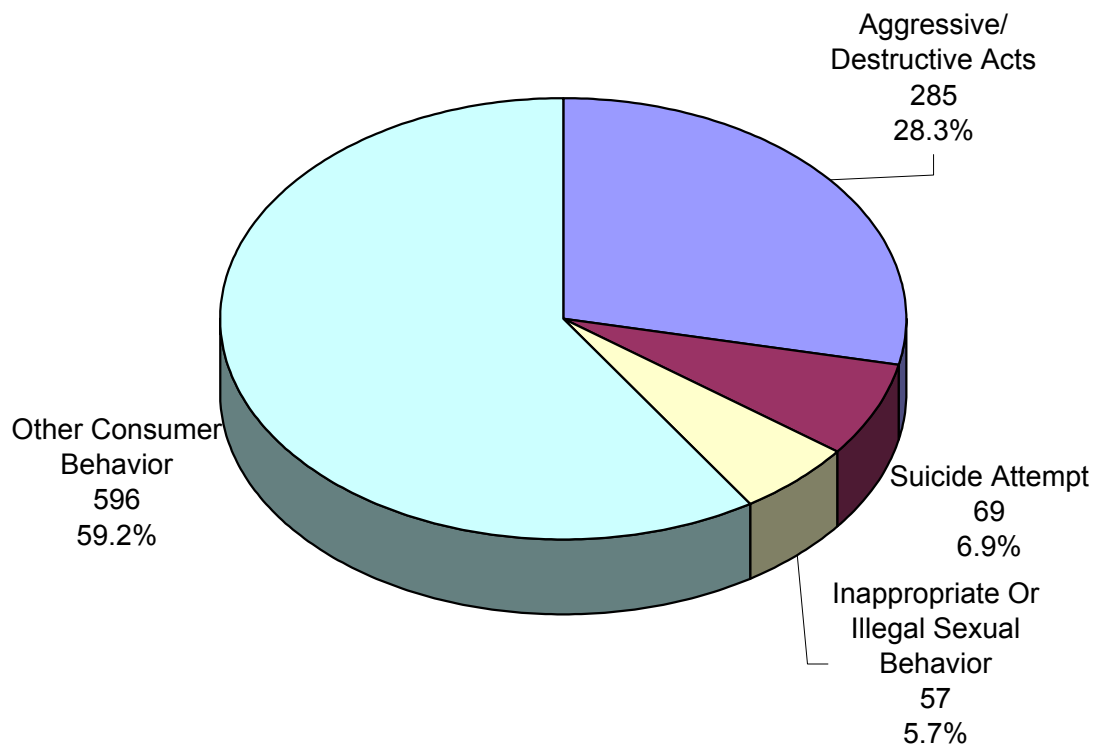
Statewide, 105 incidents involving medication errors were reported this quarter for a rate of 0.42 incidents per 1,000 active consumers¹. Three-quarters (77.1%) involved a missed or refused dose, 17.1% involved the administration of the wrong dosage, 3.8% involved the administration of the wrong medication, and 1.9% involved the administration of the medication at the wrong time. All of the incidents involving medication errors reported this quarter were Level 2 incidents.



1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Incidents Involving Consumer Behavior Reported Third Quarter 2007

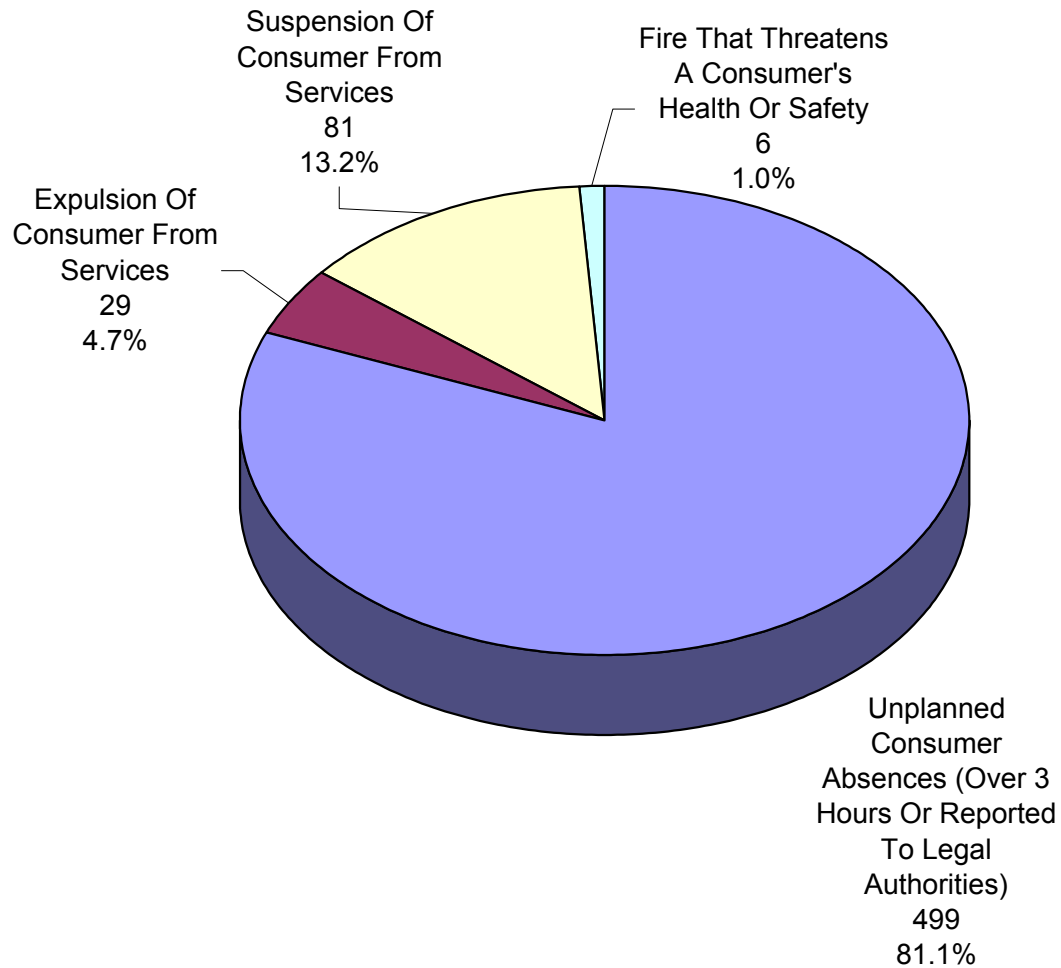
Statewide, 1,007 incidents involving consumer behavior were reported this quarter for a rate of 4.00 incidents per 1,000 active consumers¹. 28.3% of the reported incidents involved aggressive/destructive acts, 6.9% involved suicide attempts, 5.7% involved inappropriate or illegal sexual behavior, and almost three-fifths (59.2%) involved other consumer behavior. There were 5 Level 3 incidents reported this quarter (3 inappropriate or illegal sexual behavior, 1 aggressive/destructive act by the consumer, and 1 suicide attempt). The remaining 1,002 incidents were Level 2 incidents.



1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Other Incidents Reported Third Quarter 2007

Statewide, 615 "other" types of incidents were reported this quarter for a rate of 2.45 incidents per 1,000 active consumers¹. Unplanned consumer absences for more than three hours or absences reported to legal authorities accounted for four-fifths (81.1%) of these incidents. Suspension of a consumer from services accounted for 13.2%, expulsion of a consumer from services accounted for 4.7%, and fires accounted for 1.0% of these other incidents. There were no Level 3 incidents this quarter.



1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

II. Local Management Entities Identified Trends

Summary of Trends Reported By LMEs

One of the purposes of reporting data on incidents each quarter is to identify trends and patterns across the state that provide shared opportunities for improvement. Common trends across Local Management Entities (LMEs) may indicate opportunities for LMEs to learn from each other. They may also point to issues that need to be addressed systematically statewide, either by the Division or with the help of the NC Council of Community Programs.

The table below lists trends or changes that were identified by LMEs during the third quarter of SFY 07 that LMEs have identified as an issue that they have been or are addressing.

For informational purposes, the column on the right (compiled from the incident data reported in Section III of this report) shows the number and percent of LMEs that experienced an increase or decrease of one or more incidents from the prior quarter. The increases and decreases noted in this column may or may not be significant or indicate a trend. These numbers are provided for comparison purposes and may help point out opportunities for further study.

LME Identified Trends		Number (Percent) Of LMEs Citing This As An Issue It Has Been Or Is Addressing (28 total)	Number (Percent) Of LMEs Whose Data Show An Increase/Decrease In Numbers Of Incidents Since Last Quarter
Reporting Compliance	Increased number of providers reporting	12 (41.4%)	22 (75.9%)
	Decreased number of providers reporting	1 (3.57%)	6 (20.7%)
	Increased reporting of incidents	4 (14.3%)	21 (72.4%)
	Decreased reporting of incidents	0 (0.0%)	7 (24.1%)
	Increase in Quarterly reporting	7 (24.1)	--
	Decrease in Quarterly reporting	0 (0.0%)	--
	Increase in late, under- or inaccurate reporting	10 (35.7%)	--
	Decrease in late, under- or inaccurate reporting	0 (0.0%)	--
Specific Types of Incidents	Increase in reported deaths.	0 (0.0%)	14 (48.3%)
	Decrease in reported deaths.	0 (0.0%)	12 (41.4%)
	Increase in abuse/neglect allegations.	1 (3.57%)	14 (48.3%)
	Decrease in abuse/neglect allegations.	0 (0.0%)	14 (48.3%)
	Increased use of restrictive interventions.	3 (10.71%)	15 (51.7%)
	Decreased use of restrictive interventions.	8 (28.7%)	10 (34.5%)
	Increase in reported medication errors.	4 (14.28%)	11 (37.9%)
	Decrease in reported medication errors.	1 (3.57%)	9 (31.0%)
	Increase in consumer injuries	1 (3.57%)	17 (58.6%)
	Decrease in consumer injuries	0 (0.0%)	10 (34.5%)

LME Identified Trends		Number (Percent) Of LMEs Citing This As An Issue It Has Been Or Is Addressing (28 total)	Number (Percent) Of LMEs Whose Data Show An Increase/Decrease In Numbers Of Incidents Since Last Quarter
	Increase in reported suicide attempts	0 (0.0%)	9 (31.0%)
	Decrease in reported suicide attempts	0 (0.0%)	13 (44.8%)
	Increase in consumer behaviors	3 (10.71%)	15 (51.7%)
	Decrease in consumer behaviors	0 (0.0%)	12 (41.4%)
	Increase in other incidents	1 (3.57%)	21 (72.4%)
	Decrease in other incidents	0 (0.0%)	7 (24.1%)

Examples of LME Identified Opportunities for Improvement: Analyses, Strategies, Actions Taken, Evaluation, and Next Steps

LMEs are asked to report each quarter how they are analyzing incident data and using this information to improve services and supports provided to consumers. LME quarterly reports include a section to document the five steps in the Quality Improvement Process:

- (1) **analyses** of incident data for patterns and trends that may indicate an opportunity for improvement and possible causes and contributing factors that may suggest an appropriate course of action for making the improvement,
- (2) **strategies** developed to address identified problems or opportunities for improvement,
- (3) **action(s) taken** to facilitate improvement,
- (4) an **evaluation** of the effectiveness of those actions in achieving the desired results,
- (5) **next steps** being planned to sustain the desired results if actions taken were effective or to make additional incremental improvements or to try another approach if actions taken did not achieve the desired results.

The following are good examples of how this process can be used to identify and address issues. The actions and strategies below are good examples of how to address issues, using various available resources.

QI Process	LME A
Analyses (Trends, patterns)	The number of planned restrictive interventions for this quarter increased significantly over last month (151 this quarter and 42 last quarter). The high number is attributed to increased understanding on the providers' part regarding the guidelines of planned versus unplanned restrictive interventions. Two providers accounted for over 100 of the 151 planned interventions reported, with each provider noting action steps taken to insure most appropriate level of treatment for consumers. Action steps taken by the Level III facility with 26 planned interventions have included a

QI Process	LME A
	<p>review of consumers requiring high numbers of interventions with Clinical staff, Intervention Advisory Committee and Clients Rights Committee. These reviews subsequently led to three of the children being discharged to a higher level of care. Seventy-eight of the planned interventions were administered in a Level IV facility that has recently implemented relaxation techniques and has re-arranged their units to better match clients with one another. All instances of isolation/seclusion occurred in a Level IV and on a psychiatric unit located in a local hospital.</p>
<p>Strategies Developed</p>	<p>Providers have identified some of the following strategies to address incidents: increased and ongoing staff training in the areas of medication management, de-escalation techniques, consumer supervision, client rights and communication skills.</p> <p>Strategies developed and determined to be effective have been communicated to the provider community to assist their efforts to improve in this area. LME staff will continue to address all of these issues on a case by case (provider by provider) basis to ensure that preventive measures are being implemented to ensure the safety of the consumers as well as the delivery of effective treatment services. These issues will be addressed through regular monitoring, complaint-driven monitoring, incident-driven monitoring, endorsement activities, provider training through LME Provider Forums and regular correspondence (at least weekly via email to providers) regarding any issues relevant to the effective provision of services.</p>
<p>Evaluation of Results of Actions Taken</p>	<p>LME staff have seen continued overall improvement in the providers' understanding of how to document incidents as well as an increased willingness on their part to identify and implement effective ways to minimize the occurrence of incidents. The weekly email has proven to be effective in reaching the provider community quickly to convey changes and these emails are supported by more urgent emails as needed, as well as provider forums. The most effective training tool however continues to be the interactions and activities occurring between reviewers and providers on an individual basis.</p>

QI Process	LME B
<p>Analyses (Trends, patterns)</p>	<p>For other injuries and access to medical services, providers appear to be over-utilizing the emergency room for minor incidents. Part of this is due to concerns about future allegations being made. In other cases, it appears that providers are documenting things as injuries that appear to be illness of a consumer.</p> <p>There was a substantial decrease in the number of Level II medication errors and no patterns for any providers. Providers who had multiple errors during the past quarter increased training of staff and monitoring of medication administration records. Providers are also consulting with physicians/pharmacists, which is leading to errors being appropriately classified as Level I errors.</p>

QI Process	LME C
Analyses (Trends, patterns)	Consumer Injury, Self-Injurious Behavior: Noted decrease from 4 reports in 2 nd quarter to 1 in the current quarter.
Strategies Developed	Consumer Injury, Self-Injurious Behavior: LME Incident Report Sub-committee reviewed incident report. QM staff to follow up with provider based on this particular consumer's history of self injury with a fork.
Actions Taken	Consumer Injury, Self-Injurious Behavior: QM staff contacted the provider and strategies were discussed with the provider to reduce/prevent these incidents. These included replacing utensils with plastic ones, doing search and seizure after outings and monitoring the consumer more closely. Development of a behavior plan targeting impulse control was also discussed.
Evaluation of Results of Actions Taken	Consumer Injury, Self-Injurious Behavior: This consumer is no longer left unattended in the kitchen, alarms have been placed on the doors to the home and provider staff is continuing to work with the consumer on decreasing aggression towards himself.

III. Detailed Data (By Local Management Entity and Statewide)

**Table 1 - Number of Providers and Percentage of Licensed Providers Submitting Incident Reports
(Third Quarter State Fiscal Year 2006 - 2007)**

Both licensed and unlicensed providers are required to report Level 2 and Level 3 incidents. Because statewide information on the number of unlicensed providers serving publicly funded consumers of MH/DD/SA services has not been readily available, comparing the numbers of providers who submitted Level 2 and Level 3 incident reports against the numbers of licensed providers in a catchment area has provided some insight into the degree of reporting by providers and how widespread critical incidents are. Low numbers of providers reporting relative to the number of licensed providers in a catchment area may point to inadequate reporting of incidents.

The number of providers reporting Level 2 and Level 3 incidents relative to the number of licensed providers ranged from a low of 14.9% to a high of 62.8% with a statewide average of 31.1%.

LME	Number of Providers Submitting Level 2 and 3 Incident Reports			Maximum Number of Reports for a Single Provider	Unduplicated Providers Submitting Reports as a Percentage of Total Licensed Providers in Catchment Area	MH/DD/SAS Licensed Providers in Catchment Area			
	Level 2	Level 3	Level 2 or 3 (Unduplicated)			Total Licensed Providers in Catchment Area	Residential Providers	Non-Residential Providers	ICF-MR Providers
Alamance-Caswell-Rockingham	32	1	32	11	26.0%	123	102	14	7
Albemarle	30	0	30	12	62.5%	48	28	16	4
Catawba	17	2	19	19	39.6%	48	28	15	5
Centerpoint	33	1	34	20	27.6%	123	86	26	11
Crossroads	53	1	54	22	62.8%	86	52	24	10
Cumberland	89	0	89	22	48.9%	182	147	24	11
Durham	36	1	37	16	22.6%	164	125	26	13
Eastpointe	42	0	42	59	18.5%	227	182	27	18
Five County	30	1	31	7	31.0%	100	76	15	9
Foothills	21	1	21	11	20.2%	104	71	22	11
Guilford	66	3	69	20	27.9%	247	199	32	16
Johnston	11	2	11	6	22.0%	50	33	12	5
Mecklenburg	72	2	74	58	27.1%	273	204	39	30
Neuse	25	1	25	11	47.2%	53	34	12	7
New River	NR	NR	NR	NR	NR	79	40	27	12
Onslow-Carteret	11	0	11	7	14.9%	74	49	20	5
OPC	25	2	26	7	28.3%	92	64	19	9
Pathways	43	2	43	38	21.1%	204	159	31	14
Piedmont	104	6	110	18	44.2%	249	179	48	22
Pitt	30	0	30	9	35.7%	84	59	17	8
Roanoke-Chowan	14	0	14	6	37.8%	37	26	10	1
Sandhills	95	3	98	29	43.9%	223	151	50	22
Smoky Mountain	15	2	15	7	21.7%	69	45	19	5
Southeastern Center	46	1	47	26	55.3%	85	55	21	9
Southeastern Regional	21	5	22	9	16.5%	133	85	37	11
Tideland	17	1	18	5	28.1%	64	43	13	8
Wake	68	4	70	10	26.7%	262	205	37	20
Western Highlands	59	4	59	16	30.6%	193	131	44	18
Wilson-Greene-Edgecombe-Nash	29	0	29	30	22.7%	128	107	14	7
All LMEs Reporting	1,134	46	1,160	59	31.1%	3,725	2,725	684	316
Minimum					14.9%				
Median					28.0%				
Maximum					62.8%				

Table 2 - Number of Providers and Percentage of Licensed Providers Submitting Incident Reports and Average Number of Reports Per Provider

The number and percentage of reporting providers and average number of incident reports per provider provides some insight into the level of reporting and of how concentrated the incidents are by provider.

The number and percentage of providers that submitted reports increased slightly this quarter. The average number of reports per provider also increased slightly this quarter and ranged between 1.4 and 5.4 this quarter, with the statewide average being 3.

LME	Number of Unduplicated Providers Submitting Level 2 and/or Level 3 Incident Reports				Unduplicated Providers Reporting as a Percentage of Total Licensed Providers in Catchment Area				Average Number of Reports per Provider Filing Reports			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	21	21	32		15.7%	15.7%	26.0%		3.0	3.9	2.4	
Albemarle	16	14	30		30.8%	26.9%	62.5%		2.9	1.8	1.4	
Catawba	18	21	19		36.7%	42.9%	39.6%		4.1	6.3	5.4	
Centerpoint	28	26	34		22.4%	20.8%	27.6%		4.8	4.9	3.1	
Crossroads	49	51	54		51.0%	53.1%	62.8%		1.8	2.7	3.2	
Cumberland	81	81	89		40.9%	40.9%	48.9%		3.6	3.2	3.2	
Durham	25	35	37		15.2%	21.3%	22.6%		3.2	2.7	2.9	
Eastpointe	21	36	42		9.5%	16.3%	18.5%		3.8	2.8	3.7	
Five County	24	25	31		23.3%	24.3%	31.0%		2.9	2.4	2.0	
Foothills	20	23	21		17.4%	20.0%	20.2%		3.0	2.9	3.1	
Guilford	53	57	69		21.0%	22.6%	27.9%		2.1	2.5	2.3	
Johnston	10	15	11		18.9%	28.3%	22.0%		2.0	1.9	2.3	
Mecklenburg	79	68	74		26.6%	22.9%	27.1%		4.2	3.2	3.7	
Neuse	19	23	25		33.9%	41.1%	47.2%		2.4	2.3	2.2	
New River	23	26	NR		27.7%	31.3%	NR		1.6	2.5	NR	
Onslow-Carteret	9	8	11		11.4%	10.1%	14.9%		1.0	2.4	2.0	
OPC	23	17	26		24.0%	17.7%	28.3%		2.3	1.6	1.8	
Pathways	39	49	43		17.3%	21.7%	21.1%		3.2	3.9	5.4	
Piedmont	97	83	110		35.4%	30.3%	44.2%		2.7	2.2	2.4	
Pitt	22	30	30		29.3%	40.0%	35.7%		1.9	2.3	2.3	
Roanoke-Chowan	9	11	14		25.0%	30.6%	37.8%		2.7	3.0	1.8	
Sandhills	93	80	98		37.3%	32.1%	43.9%		2.3	3.5	2.9	
Smoky Mountain	13	18	15		16.3%	22.5%	21.7%		2.4	1.3	2.6	
Southeastern Center	38	38	47		40.9%	40.9%	55.3%		4.6	4.9	4.3	
Southeastern Regional	24	62	22		16.1%	41.6%	16.5%		4.2	2.1	3.0	
Tideland	17	14	18		26.6%	21.9%	28.1%		1.2	2.4	1.9	
Wake	62	49	70		22.8%	18.0%	26.7%		2.1	2.8	2.7	
Western Highlands	51	53	59		26.7%	27.7%	30.6%		2.5	1.8	2.6	
Wilson-Greene-Edgecombe-Nash	31	28	29		23.7%	21.4%	22.7%		2.7	3.5	4.9	
All LMEs Reporting	1,015	1,062	1,160		25.3%	26.5%	31.1%		2.9	2.9	3.0	
Minimum					9.5%	10.1%	14.9%		1.0	1.3	1.4	
Median					24.0%	24.3%	28.0%		2.7	2.7	2.7	
Maximum					51.0%	53.1%	62.8%		4.8	6.3	5.4	

**Table 3 - Number of Providers and Percentage of Medicaid Enrolled Providers Submitting Incident Reports
(Third Quarter State Fiscal Year 2006 - 2007)**

Both Category A (licensed) and Category B (unlicensed) providers of publicly funded MH/DD/SA services are required to report Level 2 and Level 3 incidents. Comparing the numbers of providers who submitted Level 2 and Level 3 incident reports against the numbers of enrolled Medicaid providers in a catchment area provides some insight into the degree of reporting by providers and how widespread critical incidents are. Low numbers of providers reporting relative to the number of Medicaid enrolled providers in a catchment area may point to inadequate reporting of incidents.

The number of providers reporting Level 2 and Level 3 incidents relative to the number of Medicaid enrolled providers ranged from a low of 10.7% to a high of 75% with a statewide average of 28.8%.

LME	Number of Providers Submitting Level 2 and 3 Incident Reports			Maximum Number of Reports for a Single Provider	Unduplicated Providers Submitting Reports as a Percentage of Total Enrolled Providers in Catchment Area	Enrolled Medicaid Providers in Catchment Area				
	Level 2	Level 3	Level 2 or 3 (Unduplicated)			Total Enrolled Providers in Catchment Area	Enhanced Medicaid Benefit MH/DD/SA Providers	CAP-MR/DD Providers	ICF-MR	Residential Treatment Providers
Alamance-Caswell-Rockingham	32	1	32	11	41.6%	77	31	11	6	29
Albemarle	30	0	30	12	75.0%	40	26	3	4	7
Catawba	17	2	19	19	46.3%	41	22	4	5	10
Centerpoint	33	1	34	20	18.5%	184	95	52	13	24
Crossroads	53	1	54	22	66.7%	81	36	21	11	13
Cumberland	89	0	89	22	41.2%	216	73	69	11	63
Durham	36	1	37	16	26.1%	142	74	27	13	28
Eastpointe	42	0	42	59	19.5%	215	116	48	19	32
Five County	30	1	31	7	32.3%	96	50	25	9	12
Foothills	21	1	21	11	20.8%	101	52	21	11	17
Guilford	66	3	69	20	27.2%	254	104	73	18	59
Johnston	11	2	11	6	31.4%	35	13	6	5	11
Mecklenburg	72	2	74	58	29.5%	251	94	55	29	73
Neuse	25	1	25	11	49.0%	51	25	11	7	8
New River	NR	NR	NR	NR	NR	71	37	18	11	5
Onslow-Carteret	11	0	11	7	10.7%	103	57	31	5	10
OPC	25	2	26	7	38.2%	68	35	20	7	6
Pathways	43	2	43	38	21.1%	204	105	37	14	48
Piedmont	104	6	110	18	87.3%	126	27	21	18	60
Pitt	30	0	30	9	28.0%	107	64	12	8	23
Roanoke-Chowan	14	0	14	6	25.5%	55	34	12	1	8
Sandhills	95	3	98	29	39.2%	250	142	49	21	38
Smoky Mountain	15	2	15	7	21.7%	69	48	15	5	1
Southeastern Center	46	1	47	26	36.4%	129	69	23	9	28
Southeastern Regional	21	5	22	9	12.6%	174	104	33	11	26
Tideland	17	1	18	5	20.5%	88	58	13	8	9
Wake	68	4	70	10	29.5%	237	116	51	21	49
Western Highlands	59	4	59	16	30.7%	192	113	43	20	16
Wilson-Greene-Edgecombe-Nash	29	0	29	30	24.2%	120	65	36	7	12
All LMEs Reporting	1,030	40	1,050	59	28.8%	3,651	1,858	819	309	665
Minimum					10.7%					
Median					29.5%					
Maximum					75.0%					

* Piedmont is operating under a Medicaid Waiver. Instead of providers enrolling in Medicaid, Piedmont contracts directly with providers in its network. The number shown as enrolled on the right half of the table provide Medicaid services to other LMEs. Piedmont's numbers are not included in the state totals and percentages in order to avoid overstating the state average percentage.

Table 4 - Total Number of Incidents Reported and Rates Per 1,000 Active Consumers

This table shows the total number of Level 2 and 3 incident reports filed by local providers in each catchment area and the relative rate per 1,000 consumers on the active caseload¹. Because programs vary substantially in size, comparisons across program are more appropriately done after adjusting for these differences. Although active caseload probably represents the best measure of size, it is important to note that a few LMEs have substantial numbers of consumers from other catchment areas not on their active caseload but being served in their local residential programs. This could increase their rates.

Statewide, 3,467 incidents were reported this quarter. This is an increase over the prior quarter. Of this number, 3,411 (98.4%) were Level 2 and 56 (1.6%) were Level 3 incidents. The average rate of Level 2 and 3 incidents (total) reported was 13.8 per 1,000 active caseload for this quarter. This represents a slight increase from last quarter's 12.7 average rate. There is still wide variation from program to program and between quarters for individual programs.

LME	Total Number of Incident Reports Received												Rate Per 1,000 Active Caseload For All Incidents Reported											
	1st Qtr			2nd Qtr			3rd Qtr			4th Qtr			1st Qtr			2nd Qtr			3rd Qtr			4th Qtr		
	Level 2	Level 3	Total	Level 2	Level 3	Total	Level 2	Level 3	Total	Level 2	Level 3	Total	Level 2	Level 3	Total	Level 2	Level 3	Total	Level 2	Level 3	Total	Level 2	Level 3	Total
Alamance-Caswell-Rockingham	63	1	64	80	2	82	76	1	77				5.8	0.1	5.9	7.0	0.2	7.2	6.4	0.1	6.5			
Albemarle	46	0	46	25	0	25	41	0	41				15.4	0.0	15.4	8.0	0.0	8.0	12.7	0.0	12.7			
Catawba	73	0	73	131	1	132	100	2	102				23.2	0.0	23.2	39.0	0.3	39.3	28.3	0.6	28.8			
Centerpoint	134	0	134	125	2	127	103	2	105				14.1	0.0	14.1	13.2	0.2	13.4	10.4	0.2	10.6			
Crossroads	86	1	87	137	0	137	174	1	175				9.0	0.1	9.1	18.6	0.0	18.6	23.9	0.1	24.0			
Cumberland	295	0	295	254	2	256	281	0	281				50.5	0.0	50.5	44.5	0.4	44.8	47.8	0.0	47.8			
Durham	78	2	80	92	3	95	107	1	108				15.8	0.4	16.2	17.4	0.6	17.9	18.7	0.2	18.9			
Eastpointe	77	2	79	98	2	100	156	0	156				9.2	0.2	9.4	12.1	0.2	12.4	18.7	0.0	18.7			
Five County	69	1	70	59	1	60	62	1	63				8.3	0.1	8.4	6.9	0.1	7.1	7.1	0.1	7.2			
Foothills	60	0	60	65	2	67	64	1	65				8.2	0.0	8.2	12.1	0.4	12.5	11.2	0.2	11.4			
Guilford	101	8	109	137	8	145	154	4	158				11.3	0.9	12.2	14.9	0.9	15.8	16.6	0.4	17.0			
Johnston	19	1	20	28	0	28	23	2	25				6.6	0.3	6.9	9.8	0.0	9.8	7.7	0.7	8.3			
Mecklenburg	326	2	328	216	1	217	271	3	274				15.3	0.1	15.4	10.7	0.0	10.7	13.0	0.1	13.1			
Neuse	46	0	46	51	3	54	55	1	56				15.4	0.0	15.4	7.8	0.5	8.2	7.8	0.1	8.0			
New River	34	2	36	61	3	64	NR	NR	NR				9.7	0.6	10.2	17.7	0.9	18.6	NR	NR	NR			
Onslow-Carteret	9	0	9	18	1	19	22	0	22				1.7	0.0	1.7	2.9	0.2	3.0	3.2	0.0	3.2			
OPC	52	1	53	25	2	27	46	2	48				9.6	0.2	9.8	5.3	0.4	5.7	9.7	0.4	10.1			
Pathways	124	2	126	187	3	190	232	2	234				12.5	0.2	12.7	18.6	0.3	18.9	24.3	0.2	24.6			
Piedmont	260	3	263	180	3	183	261	6	267				8.7	0.1	8.8	5.4	0.1	5.5	7.4	0.2	7.6			
Pitt	41	1	42	68	0	68	68	0	68				6.2	0.2	6.3	21.8	0.0	21.8	21.9	0.0	21.9			
Roanoke-Chowan	24	0	24	33	0	33	25	0	25				6.4	0.0	6.4	9.4	0.0	9.4	6.7	0.0	6.7			
Sandhills	212	6	218	273	3	276	282	6	288				16.7	0.5	17.2	22.3	0.2	22.5	21.7	0.5	22.1			
Smoky Mountain	31	0	31	23	1	24	37	2	39				3.3	0.0	3.3	2.2	0.1	2.3	3.4	0.2	3.6			
Southeastern Center	168	5	173	183	2	185	202	1	203				26.1	0.8	26.9	26.5	0.3	26.8	27.1	0.1	27.2			
Southeastern Regional	93	8	101	130	2	132	58	7	65				9.8	0.8	10.6	12.9	0.2	13.1	5.5	0.7	6.2			
Tideland	21	0	21	33	0	33	33	1	34				3.2	0.0	3.2	5.0	0.0	5.0	5.0	0.2	5.1			
Wake	128	4	132	136	2	138	188	4	192				8.6	0.3	8.9	9.6	0.1	9.8	12.6	0.3	12.8			
Western Highlands	121	6	127	92	2	94	148	6	154				9.2	0.5	9.7	10.9	0.2	11.1	22.0	0.9	22.9			
Wilson-Greene-Edgecombe-Nash	82	2	84	97	1	98	142	0	142				17.3	0.4	17.8	24.9	0.3	25.1	35.5	0.0	35.5			
All LMEs Reporting	2,873	58	2,931	3,037	52	3,089	3,411	56	3,467				11.5	0.2	11.8	12.5	0.2	12.7	13.6	0.2	13.8			
Minimum													1.7	0.0	1.7	2.2	0.0	2.3	3.2	0.0	3.2			
Median													9.6	0.1	9.8	12.1	0.2	12.4	12.6	0.2	12.8			
Maximum													50.5	0.9	50.5	44.5	0.9	44.8	47.8	0.9	47.8			

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Table 5 - Unduplicated Count of Consumers with Incidents, Highest and Average Number of Incident Reports Per Consumer

This table shows the total number of Level 2 and 3 incident reports filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 3,467 incidents involving 2,477 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 22. The average number of incident reports for all other consumers for which an incident was reported was 1.4.

LME	Total Number of Level 2 and 3 Incident Reports Received															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	64	58	2	1.1	82	75	3	1.1	77	65	3	1.2				
Albemarle	46	37	3	1.2	25	17	3	1.4	41	26	6	1.4				
Catawba	73	33	10	2.0	132	49	14	2.5	102	58	8	1.6				
Centerpoint	134	85	6	1.5	127	77	13	1.5	105	80	4	1.3				
Crossroads	87	71	3	1.2	137	101	6	1.3	175	103	19	1.5				
Cumberland	295	144	23	1.9	256	151	17	1.6	281	178	14	1.5				
Durham	80	67	5	1.1	95	78	5	1.2	108	80	8	1.3				
Eastpointe	79	58	6	1.3	100	82	6	1.2	156	115	4	1.3				
Five County	70	53	4	1.3	60	45	5	1.3	63	57	4	1.1				
Foothills	60	58	2	1.0	67	57	3	1.1	65	49	6	1.2				
Guilford	109	86	5	1.2	145	102	6	1.4	158	111	6	1.4				
Johnston	20	17	2	1.1	28	25	3	1.0	25	21	3	1.1				
Mecklenburg	328	180	6	1.8	217	139	9	1.5	274	210	13	1.2				
Neuse	46	37	4	1.2	54	43	6	1.1	56	43	5	1.2				
New River	36	36	1	1.0	64	48	6	1.2	NR	NR	NR	NR				
Onslow-Carteret	9	7	2	1.2	19	17	2	1.1	22	18	4	1.1				
OPC	53	36	7	1.3	27	27	1	1.0	48	42	4	1.1				
Pathways	126	120	4	1.0	190	169	6	1.1	234	215	5	1.1				
Piedmont	263	194	11	1.3	183	145	8	1.2	267	209	5	1.3				
Pitt	42	39	3	1.0	68	53	3	1.3	68	53	3	1.3				
Roanoke-Chowan	24	20	3	1.1	33	26	3	1.2	25	25	1	1.0				
Sandhills	218	133	14	1.5	276	171	10	1.6	288	173	22	1.5				
Smoky Mountain	31	29	2	1.0	24	23	2	1.0	39	35	3	1.1				
Southeastern Center	173	130	7	1.3	185	107	7	1.7	203	86	12	2.2				
Southeastern Regional	101	62	6	1.6	132	87	5	1.5	65	58	2	1.1				
Tideland	21	18	4	1.0	33	22	3	1.4	34	26	3	1.2				
Wake	132	89	12	1.4	138	83	11	1.5	192	121	4	1.6				
Western Highlands	127	108	4	1.1	94	88	2	1.1	154	130	6	1.1				
Wilson-Greene-Edgecombe-Nash	84	61	9	1.3	98	62	11	1.4	142	90	8	1.5				
All LMEs Reporting	2,931	2,066	23	1.4	3,089	2,169	17	1.4	3,467	2,477	22	1.4				

Table 6 - Total Number of Level 2 and Level 3 Incident Reports by Location of Incident

The total number of Level 2 and Level 3 incident reports by location of incident provides some insight into where these incidents are occurring. It should be noted that providers must report incidents that occur while a consumer is under their care. Therefore, the location of the incident will likely reflect the location where the service is provided. Services that are facility or office-based will likely report that the incident occurred on the provider premises. Services that are community-based will likely report that the incident occurred outside of the provider premises.

During this quarter, 61.0% of the total Level 2 and 3 incidents reported occurred on the provider's premises, 14.3% occurred in the community, 13.2% occurred in the consumer's legal residence, and 11.5% occurred elsewhere or the location was unknown.

LME	Provider Premises				Consumer's Legal Residence				Community				Other				Unknown			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	27	41	38		12	24	14		16	7	18		9	7	6		0	3	1	
Albemarle	22	17	25		14	5	7		10	3	9		0	0	0		0	0	0	
Catawba	54	104	71		2	4	5		10	7	5		4	12	20		3	5	1	
Centerpoint	109	95	62		12	16	16		5	5	7		7	10	17		1	1	3	
Crossroads	53	83	127		5	11	19		13	9	9		15	20	19		1	14	1	
Cumberland	240	179	175		13	6	26		23	36	75		19	33	2		0	2	3	
Durham	33	40	41		18	26	22		17	19	25		10	9	17		2	1	3	
Eastpointe	53	61	107		4	11	2		12	12	27		10	15	17		0	1	3	
Five County	44	28	34		7	7	14		10	9	10		3	12	5		6	4	0	
Foothills	28	24	38		9	5	14		20	37	13		3	1	0		0	0	0	
Guilford	71	94	115		3	7	13		17	15	13		13	25	12		5	5	5	
Johnston	13	20	14		2	3	3		4	0	3		0	5	3		1	0	2	
Mecklenburg	251	166	185		15	12	18		34	28	36		27	10	33		1	1	2	
Neuse	32	28	29		5	11	8		5	12	10		3	3	8		1	0	1	
New River	21	43	NR		5	5	NR		8	11	NR		2	5	NR		0	0	NR	
Onslow-Carteret	8	15	11		0	2	8		1	1	2		0	10	1		0	0	0	
OPC	28	12	19		6	4	4		10	10	9		2	0	7		7	1	9	
Pathways	80	101	141		14	42	44		16	24	29		15	21	19		1	2	1	
Piedmont	179	102	158		26	30	39		35	23	29		19	25	31		4	3	10	
Pitt	28	47	47		2	2	2		10	16	16		2	3	3		1	0	0	
Roanoke-Chowan	10	20	9		3	9	13		6	2	2		4	2	1		1	0	0	
Sandhills	151	168	186		23	47	31		18	26	24		26	33	44		0	2	3	
Smoky Mountain	10	10	17		7	5	14		6	4	3		7	3	4		1	2	1	
Southeastern Center	106	115	103		20	19	32		21	32	55		22	18	10		4	1	3	
Southeastern Regional	70	89	27		7	9	10		16	17	13		7	16	12		1	1	3	
Tideland	12	23	22		2	4	5		3	3	6		2	3	1		2	0	0	
Wake	99	109	141		11	13	21		17	11	19		4	4	11		1	1	0	
Western Highlands	51	52	69		32	13	41		25	12	16		18	16	25		1	1	3	
Wilson-Greene-Edgecombe-Nash	67	74	104		4	6	13		11	13	14		2	3	11		0	1	0	
All LMEs Reporting	1,950	1,960	2,115		283	358	458		399	404	497		255	324	339		45	52	58	
Percent of Total	66.5%	63.3%	61.0%		9.7%	11.6%	13.2%		13.6%	13.0%	14.3%		8.7%	10.5%	9.8%		1.5%	1.7%	1.7%	

Table 7 - Number of Level 2 Incident Reports by Location of Incident

The total number of Level 2 incident reports by location of incident provides some insight into where these incidents are occurring. It should be noted that providers must report incidents that occur while a consumer is under their care. Therefore, the location of the incident will likely reflect the location where the service is provided. Services that are facility or office-based will likely report that the incident occurred on the provider premises. Services that are community-based will likely report that the incident occurred outside of the provider premises.

During this quarter, 61.7% of the Level 2 incidents reported occurred on the provider's premises, 14.1% occurred in the community, 12.9% occurred in the consumer's legal residence, and 11.3% occurred elsewhere or the location was unknown.

LME	Provider Premises				Consumer's Legal Residence				Community				Other				Unknown			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	27	41	38		12	23	14		16	6	17		9	7	6		0	3	1	
Albemarle	22	17	25		14	5	7		10	3	9		0	0	0		0	0	0	
Catawba	54	104	71		2	3	5		10	7	4		4	12	19		3	5	1	
Centerpoint	109	95	62		12	16	15		5	5	6		7	8	17		1	1	3	
Crossroads	53	83	127		5	11	18		12	9	9		15	20	19		1	14	1	
Cumberland	240	179	175		13	6	26		23	35	75		19	33	2		0	1	3	
Durham	33	38	41		17	26	21		17	18	25		10	9	17		1	1	3	
Eastpointe	51	61	107		4	9	2		12	12	27		10	15	17		0	1	3	
Five County	44	28	34		7	7	13		9	8	10		3	12	5		6	4	0	
Foothills	28	24	38		9	5	13		20	35	13		3	1	0		0	0	0	
Guilford	68	93	113		3	7	12		14	12	13		11	24	12		5	2	4	
Johnston	13	20	14		2	3	3		3	0	2		0	5	2		1	0	2	
Mecklenburg	250	166	183		15	12	18		33	27	35		27	10	33		1	1	2	
Neuse	32	27	29		5	10	8		5	12	9		3	2	8		1	0	1	
New River	21	43	NR		5	3	NR		6	10	NR		2	5	NR		0	0	NR	
Onslow-Carteret	8	15	11		0	1	8		1	1	2		0	5	1		0	0	0	
OPC	28	12	19		6	4	3		9	8	8		2	0	7		7	1	9	
Pathways	80	101	141		14	40	44		15	24	27		14	21	19		1	1	1	
Piedmont	179	102	157		25	30	37		34	21	29		19	24	28		3	3	10	
Pitt	28	47	47		1	2	2		9	16	16		2	3	3		1	0	0	
Roanoke-Chowan	10	20	9		3	9	13		6	2	2		4	2	1		1	0	0	
Sandhills	151	166	184		21	47	29		18	25	24		22	33	42		0	2	3	
Smoky Mountain	10	10	17		7	4	12		6	4	3		7	3	4		1	2	1	
Southeastern Center	104	115	103		19	18	31		20	31	55		21	18	10		4	1	3	
Southeastern Regional	68	88	25		6	9	9		12	16	10		6	16	11		1	1	3	
Tideland	12	23	22		2	4	4		3	3	6		2	3	1		2	0	0	
Wake	98	109	140		10	11	20		15	11	18		4	4	10		1	1	0	
Western Highlands	51	52	68		28	13	40		23	11	13		18	15	24		1	1	3	
Wilson-Greene-Edgecombe-Nash	67	74	104		4	6	13		10	13	14		2	2	11		0	1	0	
All LMEs Reporting	1,939	1,953	2,104		271	344	440		376	385	481		246	312	329		43	47	57	
Percent of Total	67.4%	64.2%	61.7%		9.4%	11.3%	12.9%		13.1%	12.7%	14.1%		8.6%	10.3%	9.6%		1.5%	1.5%	1.7%	

Table 8 - Number of Level 3 Incident Reports by Location of Incident

The total number of Level 3 incident reports by location of incident provides some insight into where these incidents are occurring. It should be noted that providers must report incidents that occur while a consumer is under their care. Therefore, the location of the incident will likely reflect the location where the service is provided. Services that are facility or office-based will likely report that the incident occurred on the provider premises. Services that are community-based will likely report that the incident occurred outside of the provider premises.

During this quarter, 32.1% occurred in the consumer's legal residence, 28.6% occurred in the community, 19.6% of the Level 3 incidents reported occurred on the provider's premises, and 19.7% occurred elsewhere or the location was unknown.

LME	Provider Premises				Consumer's Legal Residence				Community				Other				Unknown			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0	0	0		0	1	0		0	1	1		0	0	0		0	0	0	
Albemarle	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Catawba	0	0	0		0	1	0		0	0	1		0	0	1		0	0	0	
Centerpoint	0	0	0		0	0	1		0	0	1		0	2	0		0	0	0	
Crossroads	0	0	0		0	0	1		1	0	0		0	0	0		0	0	0	
Cumberland	0	0	0		0	0	0		0	1	0		0	0	0		0	1	0	
Durham	0	2	0		1	0	1		0	1	0		0	0	0		1	0	0	
Eastpointe	2	0	0		0	2	0		0	0	0		0	0	0		0	0	0	
Five County	0	0	0		0	0	1		1	1	0		0	0	0		0	0	0	
Foothills	0	0	0		0	0	1		0	2	0		0	0	0		0	0	0	
Guilford	3	1	2		0	0	1		3	3	0		2	1	0		0	3	1	
Johnston	0	0	0		0	0	0		1	0	1		0	0	1		0	0	0	
Mecklenburg	1	0	2		0	0	0		1	1	1		0	0	0		0	0	0	
Neuse	0	1	0		0	1	0		0	0	1		0	1	0		0	0	0	
New River	0	0	NR		0	2	NR		2	1	NR		0	0	NR		0	0	NR	
Onslow-Carteret	0	0	0		0	1	0		0	0	0		0	5	0		0	0	0	
OPC	0	0	0		0	0	1		1	2	1		0	0	0		0	0	0	
Pathways	0	0	0		0	2	0		1	0	2		1	0	0		0	1	0	
Piedmont	0	0	1		1	0	2		1	2	0		0	1	3		1	0	0	
Pitt	0	0	0		1	0	0		1	0	0		0	0	0		0	0	0	
Roanoke-Chowan	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Sandhills	0	2	2		2	0	2		0	1	0		4	0	2		0	0	0	
Smoky Mountain	0	0	0		0	1	2		0	0	0		0	0	0		0	0	0	
Southeastern Center	2	0	0		1	1	1		1	1	0		1	0	0		0	0	0	
Southeastern Regional	2	1	2		1	0	1		4	1	3		1	0	1		0	0	0	
Tideland	0	0	0		0	0	1		0	0	0		0	0	0		0	0	0	
Wake	1	0	1		1	2	1		2	0	1		0	0	1		0	0	0	
Western Highlands	0	0	1		4	0	1		2	1	3		0	1	1		0	0	0	
Wilson-Greene-Edgecombe-Nash	0	0	0		0	0	0		1	0	0		0	1	0		0	0	0	
All LMEs Reporting	11	7	11		12	14	18		23	19	16		9	12	10		2	5	1	
Percent of Total	19.3%	12.3%	19.6%		21.1%	24.6%	32.1%		40.4%	33.3%	28.6%		15.8%	21.1%	17.9%		3.5%	8.8%	1.8%	

Table 9 - Numbers of Reported Deaths by Cause of Death

This table summarizes the numbers of deaths reported by cause of death. Most deaths reported this quarter (85.3%) were due to terminal illness, natural causes or the cause was unknown at the time the death was reported. Suicide accounted for 7.4%, accidents accounted for 6.9%, and homicide/violence accounted for 0.5% of the deaths reported this quarter.

LME	Number of Deaths																							
	All Deaths				Suicide				Accident				Homicide/Violence				Terminal Illness/ Natural Cause				Unknown Cause			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	1	12	7		0	0	0		0	2	0		0	0	0		1	10	7		0	0	0	
Albemarle	1	0	4		0	0	0		0	0	0		0	0	0		1	0	3		0	0	1	
Catawba	1	4	11		0	0	1		0	1	1		0	0	0		0	0	2		1	3	7	
Centerpoint	8	7	11		0	0	0		0	2	1		0	0	0		2	3	7		6	2	3	
Crossroads	9	21	8		0	0	1		0	0	0		0	0	0		5	2	4		4	19	3	
Cumberland	2	8	8		0	2	0		0	0	0		0	0	0		1	5	4		1	1	4	
Durham	6	7	7		1	0	0		0	0	0		0	1	0		2	5	7		3	1	0	
Eastpointe	2	6	1		0	1	0		0	0	0		0	0	0		0	4	1		2	1	0	
Five County	5	5	4		1	1	0		0	0	0		0	0	0		2	4	4		2	0	0	
Foothills	7	4	2		0	0	0		0	1	0		0	0	0		4	2	1		3	1	1	
Guilford	12	4	7		0	0	2		2	0	0		0	0	0		9	2	3		1	2	2	
Johnston	2	0	7		0	0	0		0	0	1		1	0	0		0	0	2		1	0	4	
Mecklenburg	5	8	5		0	0	1		0	1	0		0	0	0		4	4	2		1	3	2	
Neuse	2	1	3		0	1	0		0	0	1		0	0	0		1	0	2		1	0	0	
New River	3	6	NR		0	2	NR		1	1	NR		0	0	NR		1	0	NR		1	3	NR	
Onslow-Carteret	0	3	0		0	1	0		0	0	0		0	0	0		0	2	0		0	0	0	
OPC	3	5	11		0	0	1		0	1	0		0	0	0		3	1	7		0	3	3	
Pathways	5	17	16		0	0	1		0	1	1		0	1	0		4	11	11		1	4	3	
Piedmont	7	17	15		2	1	2		0	2	2		1	0	0		1	6	6		3	8	5	
Pitt	3	1	1		0	0	0		0	0	0		1	0	0		2	1	1		0	0	0	
Roanoke-Chowan	3	4	2		0	0	0		0	0	0		0	0	0		1	4	2		2	0	0	
Sandhills	9	3	10		2	0	0		0	1	1		0	0	0		6	2	5		1	0	4	
Smoky Mountain	1	2	3		0	1	1		0	0	0		0	0	0		0	1	2		1	0	0	
Southeastern Center	13	11	8		1	1	0		1	1	1		0	0	0		2	4	0		9	5	7	
Southeastern Regional	6	10	14		1	0	1		1	0	2		0	0	1		3	9	10		1	1	0	
Tideland	1	0	1		0	0	0		0	0	1		0	0	0		1	0	0		0	0	0	
Wake	12	8	23		2	1	0		1	1	2		1	0	0		5	5	17		3	1	4	
Western Highlands	17	9	15		1	0	4		5	2	0		0	0	0		10	5	3		1	2	8	
Wilson-Greene-Edgecombe-Nash	2	3	0		1	0	0		0	0	0		1	0	0		0	2	0		0	1	0	
All LMEs Reporting	148	186	204		12	12	15		11	17	14		5	2	1		71	94	113		49	61	61	
Percent of Total	100.0%	100.0%	100.0%		8.1%	6.5%	7.4%		7.4%	9.1%	6.9%		3.4%	1.1%	0.5%		48.0%	50.5%	55.4%		33.1%	32.8%	29.9%	

Table 10 - Rate of Reported Deaths Per 1,000 Active Consumers by Cause of Death

This table summarizes the rate of reported deaths per 1,000 active consumers¹. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Statewide, the average number of deaths this quarter was 0.81 per 1,000 active consumers. This represents a slight increase from the prior quarter. Most of the increase was attributed to an increase in reported deaths due to terminal illness and natural causes.

LME	Rate of Deaths per 1,000 Active Consumers																							
	All Deaths				Suicide				Accident				Homicide/Violence				Terminal Illness/ Natural Cause				Unknown Cause			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.09	1.05	0.59		0.00	0.00	0.00		0.00	0.18	0.00		0.00	0.00	0.00		0.09	0.88	0.59		0.00	0.00	0.00	
Albemarle	0.34	0.00	1.24		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.34	0.00	0.93		0.00	0.00	0.31	
Catawba	0.32	1.19	3.11		0.00	0.00	0.28		0.00	0.30	0.28		0.00	0.00	0.00		0.00	0.00	0.57		0.32	0.89	1.98	
Centerpoint	0.84	0.74	1.11		0.00	0.00	0.00		0.00	0.21	0.10		0.00	0.00	0.00		0.21	0.32	0.71		0.63	0.21	0.30	
Crossroads	0.94	2.85	1.10		0.00	0.00	0.14		0.00	0.00	0.00		0.00	0.00	0.00		0.52	0.27	0.55		0.42	2.58	0.41	
Cumberland	0.34	1.40	1.36		0.00	0.35	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.17	0.88	0.68		0.17	0.18	0.68	
Durham	1.22	1.32	1.22		0.20	0.00	0.00		0.00	0.00	0.00		0.00	0.19	0.00		0.41	0.94	1.22		0.61	0.19	0.00	
Eastpointe	0.24	0.74	0.12		0.00	0.12	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.50	0.12		0.24	0.12	0.00	
Five County	0.60	0.59	0.46		0.12	0.12	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.24	0.47	0.46		0.24	0.00	0.00	
Foothills	0.96	0.75	0.35		0.00	0.00	0.00		0.00	0.19	0.00		0.00	0.00	0.00		0.55	0.37	0.18		0.41	0.19	0.18	
Guilford	1.35	0.43	0.75		0.00	0.00	0.22		0.22	0.00	0.00		0.00	0.00	0.00		1.01	0.22	0.32		0.11	0.22	0.22	
Johnston	0.69	0.00	2.33		0.00	0.00	0.00		0.00	0.00	0.33		0.35	0.00	0.00		0.00	0.00	0.67		0.35	0.00	1.33	
Mecklenburg	0.23	0.39	0.24		0.00	0.00	0.05		0.00	0.05	0.00		0.00	0.00	0.00		0.19	0.20	0.10		0.05	0.15	0.10	
Neuse	0.67	0.15	0.43		0.00	0.15	0.00		0.00	0.00	0.14		0.00	0.00	0.00		0.33	0.00	0.28		0.33	0.00	0.00	
New River	0.85	1.75	NR		0.00	0.58	NR		0.28	0.29	NR		0.00	0.00	NR		0.28	0.00	NR		0.28	0.87	NR	
Onslow-Carteret	0.00	0.48	0.00		0.00	0.16	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.32	0.00		0.00	0.00	0.00	
OPC	0.55	1.05	2.32		0.00	0.00	0.21		0.00	0.21	0.00		0.00	0.00	0.00		0.55	0.21	1.47		0.00	0.63	0.63	
Pathways	0.50	1.69	1.68		0.00	0.00	0.10		0.00	0.10	0.10		0.00	0.10	0.00		0.40	1.09	1.15		0.10	0.40	0.31	
Piedmont	0.23	0.51	0.43		0.07	0.03	0.06		0.00	0.06	0.06		0.03	0.00	0.00		0.03	0.18	0.17		0.10	0.24	0.14	
Pitt	0.45	0.32	0.32		0.00	0.00	0.00		0.00	0.00	0.00		0.15	0.00	0.00		0.30	0.32	0.32		0.00	0.00	0.00	
Roanoke-Chowan	0.80	1.14	0.54		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.27	1.14	0.54		0.54	0.00	0.00	
Sandhills	0.71	0.25	0.77		0.16	0.00	0.00		0.00	0.08	0.08		0.00	0.00	0.00		0.47	0.16	0.38		0.08	0.00	0.31	
Smoky Mountain	0.11	0.20	0.28		0.00	0.10	0.09		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.10	0.19		0.11	0.00	0.00	
Southeastern Center	2.02	1.59	1.07		0.16	0.14	0.00		0.16	0.14	0.13		0.00	0.00	0.00		0.31	0.58	0.00		1.40	0.72	0.94	
Southeastern Regional	0.63	0.99	1.33		0.10	0.00	0.09		0.10	0.00	0.19		0.00	0.00	0.09		0.31	0.89	0.95		0.10	0.10	0.00	
Tideland	0.15	0.00	0.15		0.00	0.00	0.00		0.00	0.00	0.15		0.00	0.00	0.00		0.15	0.00	0.00		0.00	0.00	0.00	
Wake	0.81	0.57	1.54		0.13	0.07	0.00		0.07	0.07	0.13		0.07	0.00	0.00		0.34	0.35	1.14		0.20	0.07	0.27	
Western Highlands	1.30	1.06	2.23		0.08	0.00	0.60		0.38	0.24	0.00		0.00	0.00	0.00		0.76	0.59	0.45		0.08	0.24	1.19	
Wilson-Greene-Edgecombe-Nash	0.42	0.77	0.00		0.21	0.00	0.00		0.00	0.00	0.00		0.21	0.00	0.00		0.00	0.51	0.00		0.00	0.26	0.00	
All LMEs Reporting	0.59	0.76	0.81		0.05	0.05	0.06		0.04	0.07	0.06		0.02	0.01	0.00		0.29	0.39	0.45		0.20	0.25	0.24	
Minimum	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Median	0.60	0.74	0.76		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.28	0.32	0.45		0.11	0.15	0.16	
Maximum	2.02	2.85	3.11		0.21	0.58	0.60		0.38	0.30	0.33		0.35	0.19	0.09		1.01	1.14	1.47		1.40	2.58	1.98	

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Table 11 - Total Number of Level 2 and Level 3 Incidents Involving Restrictive Interventions

This table summarizes the total numbers of Level 2 and 3 incidents involving restrictive interventions reported each quarter. Level 2 incidents include (1) any emergency, unplanned use or (2) any planned use that exceeds authorized limits, is administered by an unauthorized person, results in discomfort or complaint, or requires treatment by a licensed health professional. Level 3 incidents include any restrictive intervention that results in permanent physical or psychological impairment.

The total number of reported incidents involving restraint, isolation, and seclusion increased this quarter. Of the reported cases, the vast majority involved the use of physical restraint.

LME	Total Number of Level 2 and 3 Incidents Involving Restrictive Interventions By Type															
	Total Unduplicated Count				Physical Restraint				Isolation				Seclusion			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	4	11	6		4	11	6		0	0	0		0	0	0	
Albemarle	8	2	10		8	2	10		0	0	0		0	0	0	
Catawba	8	29	27		7	29	26		1	0	1		0	0	0	
Centerpoint	46	59	21		46	59	21		0	0	0		0	0	0	
Crossroads	9	32	75		9	28	57		0	7	28		0	0	1	
Cumberland	75	48	43		75	48	43		0	0	0		0	0	0	
Durham	0	0	3		0	0	3		0	0	0		0	0	0	
Eastpointe	11	7	43		10	7	42		1	0	1		0	0	0	
Five County	7	7	1		7	7	1		0	0	0		0	0	0	
Foothills	0	0	0		0	0	0		0	0	0		0	0	0	
Guilford	4	9	11		4	9	11		1	0	0		1	0	0	
Johnston	0	3	0		0	2	0		0	1	0		0	0	0	
Mecklenburg	77	59	61		75	59	61		2	0	0		0	0	0	
Neuse	4	4	7		4	4	7		0	0	0		0	0	0	
New River	2	0	NR		2	0	NR		0	0	NR		0	0	NR	
Onslow-Carteret	0	0	7		0	0	7		0	0	0		0	0	0	
OPC	3	4	5		3	4	5		0	0	0		0	0	0	
Pathways	21	14	43		19	13	34		2	0	9		0	1	0	
Piedmont	31	27	46		31	27	45		0	0	1		0	0	0	
Pitt	6	17	17		6	17	17		1	3	3		1	2	2	
Roanoke-Chowan	1	2	0		1	2	0		0	0	0		0	0	0	
Sandhills	50	50	76		50	50	76		0	0	1		0	0	0	
Smoky Mountain	6	4	2		6	3	2		0	1	0		0	0	0	
Southeastern Center	35	42	81		35	42	72		0	0	17		0	0	9	
Southeastern Regional	25	50	13		25	50	13		5	1	0		0	0	0	
Tideland	5	7	7		5	7	7		0	0	0		0	0	0	
Wake	5	12	15		5	12	15		0	0	0		0	0	0	
Western Highlands	20	17	17		20	12	18		4	5	2		1	2	1	
Wilson-Greene-Edgecombe-Nash	3	6	2		1	6	2		0	0	0		0	0	0	
All LMEs Reporting	466	522	639		458	510	601		17	18	63		3	5	13	
Percent of Total	100.0%	100.0%	100.0%		98.3%	97.7%	94.1%		3.6%	3.4%	9.9%		0.6%	1.0%	2.0%	

* Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of physical restraint, isolation, and seclusion incidents if an incident involving more than one type of restrictive intervention is reported on a single incident report.

Table 12 - Rate of Level 2 and Level 3 (Total) Incidents Involving Restrictive Interventions Per 1,000 Active Consumers

This table summarizes the rates of Level 2 and 3 (total) incidents involving restrictive interventions per 1,000 active consumers¹ reported each quarter. Level 2 incidents include (1) any emergency, unplanned use or (2) any planned use that exceeds authorized limits, is administered by an unauthorized person, results in discomfort or complaint, or requires treatment by a licensed health professional. Level 3 incidents include any restrictive intervention that results in permanent physical or psychological impairment. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Statewide the rate of Level 2 and 3 incidents involving restrictive interventions was 2.54 per 1,000 active consumers this quarter. This is an increase over the prior quarter's rate of 2.14 per 1,000 active consumers. The wide variation in rates among area programs is likely due to reporting differences and differences in the number of residential treatment beds in the catchment area.

LME	Rate of Level 2 and 3 (Total) Incidents Involving Restrictive Interventions Per 1,000 Active Consumers															
	Total Unduplicated Count ²				Physical Restraint				Isolation				Seclusion			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.37	0.96	0.50		0.37	0.96	0.50		0.00	0.00	0.00		0.00	0.00	0.00	
Albemarle	2.68	0.64	3.10		2.68	0.64	3.10		0.00	0.00	0.00		0.00	0.00	0.00	
Catawba	2.54	8.64	7.63		2.22	8.64	7.35		0.32	0.00	0.28		0.00	0.00	0.00	
Centerpoint	4.85	6.23	2.12		4.85	6.23	2.12		0.00	0.00	0.00		0.00	0.00	0.00	
Crossroads	0.94	4.34	10.30		0.94	3.80	7.83		0.00	0.95	3.85		0.00	0.00	0.14	
Cumberland	12.84	8.40	7.32		12.84	8.40	7.32		0.00	0.00	0.00		0.00	0.00	0.00	
Durham	0.00	0.00	0.52		0.00	0.00	0.52		0.00	0.00	0.00		0.00	0.00	0.00	
Eastpointe	1.31	0.87	5.14		1.19	0.87	5.02		0.12	0.00	0.12		0.00	0.00	0.00	
Five County	0.84	0.82	0.11		0.84	0.82	0.11		0.00	0.00	0.00		0.00	0.00	0.00	
Foothills	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Guilford	0.45	0.98	1.18		0.45	0.98	1.18		0.11	0.00	0.00		0.11	0.00	0.00	
Johnston	0.00	1.05	0.00		0.00	0.70	0.00		0.00	0.35	0.00		0.00	0.00	0.00	
Mecklenburg	3.61	2.91	2.92		3.52	2.91	2.92		0.09	0.00	0.00		0.00	0.00	0.00	
Neuse	1.34	0.61	1.00		1.34	0.61	1.00		0.00	0.00	0.00		0.00	0.00	0.00	
New River	0.57	0.00	NR		0.57	0.00	NR		0.00	0.00	NR		0.00	0.00	NR	
Onslow-Carteret	0.00	0.00	1.00		0.00	0.00	1.00		0.00	0.00	0.00		0.00	0.00	0.00	
OPC	0.55	0.84	1.05		0.55	0.84	1.05		0.00	0.00	0.00		0.00	0.00	0.00	
Pathways	2.11	1.39	4.51		1.91	1.29	3.57		0.20	0.00	0.94		0.00	0.10	0.00	
Piedmont	1.04	0.81	1.31		1.04	0.81	1.28		0.00	0.00	0.03		0.00	0.00	0.00	
Pitt	0.90	5.46	5.49		0.90	5.46	5.49		0.15	0.96	0.97		0.15	0.64	0.65	
Roanoke-Chowan	0.27	0.57	0.00		0.27	0.57	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Sandhills	3.93	4.08	5.84		3.93	4.08	5.84		0.00	0.00	0.08		0.00	0.00	0.00	
Smoky Mountain	0.63	0.39	0.19		0.63	0.29	0.19		0.00	0.10	0.00		0.00	0.00	0.00	
Southeastern Center	5.44	6.08	10.86		5.44	6.08	9.65		0.00	0.00	2.28		0.00	0.00	1.21	
Southeastern Regional	2.62	4.95	1.23		2.62	4.95	1.23		0.52	0.10	0.00		0.00	0.00	0.00	
Tideland	0.76	1.06	1.05		0.76	1.06	1.05		0.00	0.00	0.00		0.00	0.00	0.00	
Wake	0.34	0.85	1.00		0.34	0.85	1.00		0.00	0.00	0.00		0.00	0.00	0.00	
Western Highlands	1.53	2.01	2.53		1.53	1.42	2.68		0.31	0.59	0.30		0.08	0.24	0.15	
Wilson-Greene-Edgecombe-Nash	0.63	1.54	0.50		0.21	1.54	0.50		0.00	0.00	0.00		0.00	0.00	0.00	
All LMEs Reporting	1.87	2.14	2.54		1.84	2.09	2.39		0.07	0.07	0.25		0.01	0.02	0.05	
Minimum	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Median	0.90	0.98	1.21		0.90	0.96	1.21		0.00	0.00	0.00		0.00	0.00	0.00	
Maximum	12.84	8.64	10.86		12.84	8.64	9.65		0.52	0.96	3.85		0.15	0.64	1.21	

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

2. Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of physical restraint, isolation, and seclusion incidents if an incident involving more than one type of restrictive intervention is reported on a single incident report.

**Table 13 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Restrictive Interventions,
Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 and 3 incident reports involving the use of restrictive interventions filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 639 incidents involving 395 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 14. The average number of incident reports for all other consumers for which an incident was reported was 1.6.

LME	Total Number of Level 2 and 3 Incident Reports Involving the Use of Restrictive Interventions															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Unduplicated Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Unduplicated Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Unduplicated Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Unduplicated Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	4	4	1	1.0	11	10	2	1.0	6	6	1	1.0				
Albemarle	8	6	3	1.0	2	2	1	1.0	10	4	6	1.3				
Catawba	8	7	2	1.0	29	13	8	1.8	27	13	4	1.9				
Centerpoint	46	38	3	1.2	59	26	13	1.8	21	14	2	1.5				
Crossroads	9	7	3	1.0	32	21	3	1.5	75	28	14	2.3				
Cumberland	75	33	13	1.9	48	32	5	1.4	43	33	3	1.3				
Durham	0	0	0	0.0	0	0	0	0.0	3	2	2	1.0				
Eastpointe	11	5	6	1.3	7	7	1	1.0	43	31	3	1.3				
Five County	7	5	2	1.3	7	4	2	1.7	1	1	1	0.0				
Foothills	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Guilford	4	3	2	1.0	9	9	1	1.0	11	8	3	1.1				
Johnston	0	0	0	0.0	3	3	1	1.0	0	0	0	0.0				
Mecklenburg	77	47	3	1.6	59	32	4	1.8	61	39	3	1.5				
Neuse	4	2	2	2.0	4	4	1	1.0	7	4	3	1.3				
New River	2	1	1	0.0	0	0	0	0.0	NR	NR	NR	NR				
Onslow-Carteret	0	0	0	0.0	0	0	0	0.0	7	4	4	1.0				
OPC	3	3	1	1.0	4	4	1	1.0	5	5	1	1.0				
Pathways	21	17	4	1.1	14	12	2	1.1	43	34	5	1.2				
Piedmont	31	21	4	1.4	27	17	7	1.3	46	29	5	1.5				
Pitt	6	6	1	1.0	17	13	3	1.2	17	13	3	1.2				
Roanoke-Chowan	1	1	1	0.0	2	2	1	1.0	0	0	0	0.0				
Sandhills	50	31	5	1.5	50	31	5	1.5	76	49	10	1.4				
Smoky Mountain	6	5	2	1.0	4	4	1	1.0	2	2	1	1.0				
Southeastern Center	35	19	4	1.7	42	21	9	1.7	81	31	12	2.3				
Southeastern Regional	25	14	6	1.5	50	34	4	1.4	13	10	2	1.2				
Tideland	5	4	2	1.0	7	5	2	1.3	7	5	3	1.0				
Wake	5	3	2	1.5	12	9	4	1.0	15	12	3	1.1				
Western Highlands	20	16	3	1.1	17	13	2	1.3	17	16	2	1.0				
Wilson-Greene-Edgecombe-Nash	3	3	1	1.0	6	5	2	1.0	2	2	1	1.0				
All LMEs Reporting	466	301	13	1.5	522	333	13	1.5	639	395	14	1.6				

Table 14 - Level 2 Incidents Involving Restrictive Interventions

This table summarizes the numbers of Level 2 incidents involving restrictive interventions reported each quarter. Level 2 incidents involving restrictive interventions include (1) any emergency, unplanned use or (2) any planned use that exceeds authorized limits, is administered by an unauthorized person, results in discomfort or complaint, or requires treatment by a licensed health professional.

The number of incidents involving restrictive interventions that were reported this quarter increased by 22%. Of the reported cases this quarter, nearly all involved the use of physical restraint.

LME	Number of Level 2 Incidents Involving Restrictive Interventions By Type															
	Total Unduplicated Count				Physical Restraint				Isolation				Seclusion			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	4	11	6		4	11	6		0	0	0		0	0	0	
Albemarle	8	2	10		8	2	10		0	0	0		0	0	0	
Catawba	8	29	27		7	29	26		1	0	1		0	0	0	
Centerpoint	46	59	21		46	59	21		0	0	0		0	0	0	
Crossroads	9	32	75		9	28	57		0	7	28		0	0	1	
Cumberland	75	48	43		75	48	43		0	0	0		0	0	0	
Durham	0	0	3		0	0	3		0	0	0		0	0	0	
Eastpointe	11	7	43		10	7	42		1	0	1		0	0	0	
Five County	7	7	1		7	7	1		0	0	0		0	0	0	
Foothills	0	0	0		0	0	0		0	0	0		0	0	0	
Guilford	4	9	11		4	9	11		1	0	0		1	0	0	
Johnston	0	3	0		0	2	0		0	1	0		0	0	0	
Mecklenburg	77	59	61		75	59	61		2	0	0		0	0	0	
Neuse	4	4	7		4	4	7		0	0	0		0	0	0	
New River	2	0	NR		2	0	NR		0	0	NR		0	0	NR	
Onslow-Carteret	0	0	7		0	0	7		0	0	0		0	0	0	
OPC	3	4	5		3	4	5		0	0	0		0	0	0	
Pathways	21	14	43		19	13	34		2	0	9		0	1	0	
Piedmont	31	27	46		31	27	45		0	0	1		0	0	0	
Pitt	6	17	17		6	17	17		1	3	3		1	2	2	
Roanoke-Chowan	1	2	0		1	2	0		0	0	0		0	0	0	
Sandhills	50	50	76		50	50	76		0	0	1		0	0	0	
Smoky Mountain	6	4	2		6	3	2		0	1	0		0	0	0	
Southeastern Center	35	42	81		35	42	72		0	0	17		0	0	9	
Southeastern Regional	25	50	12		25	50	12		5	1	0		0	0	0	
Tideland	5	7	7		5	7	7		0	0	0		0	0	0	
Wake	5	12	15		5	12	15		0	0	0		0	0	0	
Western Highlands	20	17	17		20	12	18		4	5	2		1	2	1	
Wilson-Greene-Edgecombe-Nash	3	6	2		1	6	2		0	0	0		0	0	0	
All LMEs Reporting	466	522	638		458	510	600		17	18	63		3	5	13	
Percent of Total	100.0%	100.0%	100.0%		98.3%	97.7%	94.0%		3.6%	3.4%	9.9%		0.6%	1.0%	2.0%	

* Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of physical restraint, isolation, and seclusion incidents if an incident involving more than one type of restrictive intervention is reported on a single incident report.

Table 15 - Rate of Level 2 Incidents Involving Restrictive Interventions Per 1,000 Active Consumers

This table summarizes the rates of Level 2 incidents involving restrictive interventions per 1,000 active consumers¹ reported each quarter. Level 2 incidents include (1) any emergency, unplanned use or (2) any planned use that exceeds authorized limits, is administered by an unauthorized person, results in discomfort or complaint, or requires treatment by a licensed health professional. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Statewide the rate of Level 2 incidents involving restrictive interventions was 2.54 per 1,000 active consumers in the second quarter. This is up from the prior quarter's rate of 2.14 per 1,000 active consumers. The wide variation in rates among area programs is likely due to reporting differences and differences in the number of residential treatment program beds in the catchment area.

LME	Rate of Level 2 Incidents Involving Restrictive Interventions Per 1,000 Active Consumers															
	Total Unduplicated Count ²				Physical Restraint				Isolation				Seclusion			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.37	0.96	0.50		0.37	0.96	0.50		0.00	0.00	0.00		0.00	0.00	0.00	
Albemarle	2.68	0.64	3.10		2.68	0.64	3.10		0.00	0.00	0.00		0.00	0.00	0.00	
Catawba	2.54	8.64	7.63		2.22	8.64	7.35		0.32	0.00	0.28		0.00	0.00	0.00	
Centerpoint	4.85	6.23	2.12		4.85	6.23	2.12		0.00	0.00	0.00		0.00	0.00	0.00	
Crossroads	0.94	4.34	10.30		0.94	3.80	7.83		0.00	0.95	3.85		0.00	0.00	0.14	
Cumberland	12.84	8.40	7.32		12.84	8.40	7.32		0.00	0.00	0.00		0.00	0.00	0.00	
Durham	0.00	0.00	0.52		0.00	0.00	0.52		0.00	0.00	0.00		0.00	0.00	0.00	
Eastpointe	1.31	0.87	5.14		1.19	0.87	5.02		0.12	0.00	0.12		0.00	0.00	0.00	
Five County	0.84	0.82	0.11		0.84	0.82	0.11		0.00	0.00	0.00		0.00	0.00	0.00	
Foothills	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Guilford	0.45	0.98	1.18		0.45	0.98	1.18		0.11	0.00	0.00		0.11	0.00	0.00	
Johnston	0.00	1.05	0.00		0.00	0.70	0.00		0.00	0.35	0.00		0.00	0.00	0.00	
Mecklenburg	3.61	2.91	2.92		3.52	2.91	2.92		0.09	0.00	0.00		0.00	0.00	0.00	
Neuse	1.34	0.61	1.00		1.34	0.61	1.00		0.00	0.00	0.00		0.00	0.00	0.00	
New River	0.57	0.00	NR		0.57	0.00	NR		0.00	0.00	NR		0.00	0.00	NR	
Onslow-Carteret	0.00	0.00	1.00		0.00	0.00	1.00		0.00	0.00	0.00		0.00	0.00	0.00	
OPC	0.55	0.84	1.05		0.55	0.84	1.05		0.00	0.00	0.00		0.00	0.00	0.00	
Pathways	2.11	1.39	4.51		1.91	1.29	3.57		0.20	0.00	0.94		0.00	0.10	0.00	
Piedmont	1.04	0.81	1.31		1.04	0.81	1.28		0.00	0.00	0.03		0.00	0.00	0.00	
Pitt	0.90	5.46	5.49		0.90	5.46	5.49		0.15	0.96	0.97		0.15	0.64	0.65	
Roanoke-Chowan	0.27	0.57	0.00		0.27	0.57	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Sandhills	3.93	4.08	5.84		3.93	4.08	5.84		0.00	0.00	0.08		0.00	0.00	0.00	
Smoky Mountain	0.63	0.39	0.19		0.63	0.29	0.19		0.00	0.10	0.00		0.00	0.00	0.00	
Southeastern Center	5.44	6.08	10.86		5.44	6.08	9.65		0.00	0.00	2.28		0.00	0.00	1.21	
Southeastern Regional	2.62	4.95	1.14		2.62	4.95	1.14		0.52	0.10	0.00		0.00	0.00	0.00	
Tideland	0.76	1.06	1.05		0.76	1.06	1.05		0.00	0.00	0.00		0.00	0.00	0.00	
Wake	0.34	0.85	1.00		0.34	0.85	1.00		0.00	0.00	0.00		0.00	0.00	0.00	
Western Highlands	1.53	2.01	2.53		1.53	1.42	2.68		0.31	0.59	0.30		0.08	0.24	0.15	
Wilson-Greene-Edgecombe-Nash	0.63	1.54	0.50		0.21	1.54	0.50		0.00	0.00	0.00		0.00	0.00	0.00	
All LMEs Reporting	1.87	2.14	2.54		1.84	2.09	2.39		0.07	0.07	0.25		0.01	0.02	0.05	
Minimum	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Median	0.90	0.98	1.16		0.90	0.96	1.16		0.00	0.00	0.00		0.00	0.00	0.00	
Maximum	12.84	8.64	10.86		12.84	8.64	9.65		0.52	0.96	3.85		0.15	0.64	1.21	

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

2. Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of physical restraint, isolation, and seclusion incidents if an incident involving more than one type of restrictive intervention is reported on a single incident report.

Table 16 - Level 3 Incidents Involving Restrictive Interventions

This table summarizes the numbers of Level 3 incidents involving restrictive interventions reported each quarter. Level 3 incidents involving restrictive interventions include any restrictive intervention that results in permanent physical or psychological impairment within 7 days of the intervention.

There was one Level 3 incident involving restraint, isolation, or seclusion reported this quarter.

LME	Number of Level 3 Restrictive Interventions By Type															
	Total Unduplicated Count				Physical Restraint				Isolation				Seclusion			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0	0	0		0	0	0		0	0	0		0	0	0	
Albemarle	0	0	0		0	0	0		0	0	0		0	0	0	
Catawba	0	0	0		0	0	0		0	0	0		0	0	0	
Centerpoint	0	0	0		0	0	0		0	0	0		0	0	0	
Crossroads	0	0	0		0	0	0		0	0	0		0	0	0	
Cumberland	0	0	0		0	0	0		0	0	0		0	0	0	
Durham	0	0	0		0	0	0		0	0	0		0	0	0	
Eastpointe	0	0	0		0	0	0		0	0	0		0	0	0	
Five County	0	0	0		0	0	0		0	0	0		0	0	0	
Foothills	0	0	0		0	0	0		0	0	0		0	0	0	
Guilford	0	0	0		0	0	0		0	0	0		0	0	0	
Johnston	0	0	0		0	0	0		0	0	0		0	0	0	
Mecklenburg	0	0	0		0	0	0		0	0	0		0	0	0	
Neuse	0	0	0		0	0	0		0	0	0		0	0	0	
New River	0	0	NR		0	0	NR		0	0	NR		0	0	NR	
Onslow-Carteret	0	0	0		0	0	0		0	0	0		0	0	0	
OPC	0	0	0		0	0	0		0	0	0		0	0	0	
Pathways	0	0	0		0	0	0		0	0	0		0	0	0	
Piedmont	0	0	0		0	0	0		0	0	0		0	0	0	
Pitt	0	0	0		0	0	0		0	0	0		0	0	0	
Roanoke-Chowan	0	0	0		0	0	0		0	0	0		0	0	0	
Sandhills	0	0	0		0	0	0		0	0	0		0	0	0	
Smoky Mountain	0	0	0		0	0	0		0	0	0		0	0	0	
Southeastern Center	0	0	0		0	0	0		0	0	0		0	0	0	
Southeastern Regional	0	0	1		0	0	1		0	0	0		0	0	0	
Tideland	0	0	0		0	0	0		0	0	0		0	0	0	
Wake	0	0	0		0	0	0		0	0	0		0	0	0	
Western Highlands	0	0	0		0	0	0		0	0	0		0	0	0	
Wilson-Greene-Edgecombe-Nash	0	0	0		0	0	0		0	0	0		0	0	0	
All LMEs Reporting	0	0	1		0	0	1		0	0	0		0	0	0	
Percent of Total	0.0%	0.0%	100.0%		0.0%	0.0%	100.0%		0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	

* Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of physical restraint, isolation, and seclusion incidents if an incident involving more than one type of restrictive intervention is reported on a single incident report.

Table 17 - Rate of Level 3 Incidents Involving Restrictive Interventions Per 1,000 Active Consumers

This table summarizes the rates of Level 3 incidents involving restrictive interventions per 1,000 active consumers¹ reported each quarter. Level 3 incidents include any restrictive intervention that results in permanent physical or psychological impairment within 7 days. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

There was one Level 3 incident involving restrictive interventions this quarter.

LME	Rate of Level 3 Incidents Involving Restrictive Interventions Per 1,000 Active Consumers															
	Total Unduplicated Count ²				Physical Restraint				Isolation				Seclusion			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Albemarle	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Catawba	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Centerpoint	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Crossroads	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Cumberland	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Durham	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Eastpointe	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Five County	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Foothills	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Guilford	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Johnston	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Mecklenburg	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Neuse	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
New River	0.00	0.00	NR		0.00	0.00	NR		0.00	0.00	NR		0.00	0.00	NR	
Onslow-Carteret	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
OPC	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Pathways	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Piedmont	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Pitt	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Roanoke-Chowan	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Sandhills	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Smoky Mountain	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Southeastern Center	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Southeastern Regional	0.00	0.00	0.09		0.00	0.00	0.09		0.00	0.00	0.00		0.00	0.00	0.00	
Tideland	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Wake	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Western Highlands	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Wilson-Greene-Edgecombe-Nash	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
All LMEs Reporting	0.00	0.00	0.004		0.00	0.00	0.004		0.00	0.00	0.00		0.00	0.00	0.00	
Minimum	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Median	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Maximum	0.00	0.00	0.09		0.00	0.00	0.09		0.00	0.00	0.00		0.00	0.00	0.00	

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

2. Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of physical restraint, isolation, and seclusion incidents if an incident involving more than one type of restrictive intervention is reported on a single incident report.

Table 18 - Total Numbers of Level 2 and Level 3 Incidents Involving Consumer Injuries

This table summarizes the total numbers of reported Level 2 and Level 3 incidents involving injuries to consumers. Level 2 incidents include any injury that requires treatment by a licensed health professional (such as MD, RN, or LPN) beyond first aid, as defined by OSHA guidelines. Level 3 incidents include any injury that results in permanent physical or psychological impairment.

Statewide, there was a total of 656 Level 2 and Level 3 incidents involving injuries reported this quarter. This represents a slight increase from the prior quarter. Injuries due to trip or fall represented 28.5% of the reported injuries, aggressive behavior represented 16.6%, self-injurious behavior represented 10.4%, auto accident represented 9.1% and "other" injuries represented 35.4%.

LME	Total Number of Reported Level 2 and Level 3 Incidents Involving Consumer Injuries																							
	Total Reported Injuries				Aggressive Behavior				Self-Injurious Behavior				Trip or Fall				Auto Accident				Other			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	23	16	18		0	1	2		1	0	4		1	4	5		7	0	0		14	11	7	
Albemarle	17	2	15		11	0	8		0	1	4		2	0	2		0	0	1		4	1	0	
Catawba	18	15	8		1	5	0		6	5	1		5	2	4		0	0	0		6	3	3	
Centerpoint	13	15	11		2	4	1		3	1	4		5	6	4		0	0	0		3	4	2	
Crossroads	32	39	42		2	5	11		2	9	4		7	3	13		2	0	1		19	22	13	
Cumberland	47	53	51		3	6	7		10	4	5		10	12	3		1	4	13		23	27	23	
Durham	8	19	14		1	2	2		2	0	0		4	5	3		0	1	2		1	11	7	
Eastpointe	33	34	49		1	2	7		4	1	4		10	4	10		1	8	4		17	19	24	
Five County	13	14	12		0	2	2		4	2	2		2	4	4		2	2	1		5	4	3	
Foothills	30	23	26		4	3	0		2	0	0		3	9	11		0	0	1		21	11	14	
Guilford	24	36	35		4	4	6		4	10	5		4	6	12		1	1	2		11	15	10	
Johnston	3	8	3		0	1	0		0	0	0		1	4	3		1	0	0		1	3	0	
Mecklenburg	57	32	52		6	2	5		10	3	6		15	9	13		2	3	7		24	15	21	
Neuse	6	8	9		0	0	0		0	2	2		1	0	0		0	0	1		5	6	6	
New River	6	8	NR		0	0	NR		0	0	NR		3	7	NR		1	0	NR		2	1	NR	
Onslow	4	4	7		2	1	4		0	0	2		2	1	1		0	0	0		0	2	0	
OPC	10	1	5		0	0	0		1	0	0		6	1	3		0	0	1		3	0	1	
Pathways	26	42	50		1	3	8		4	3	5		3	10	20		2	4	5		16	22	12	
Piedmont	65	48	65		6	10	9		4	5	5		16	14	19		1	1	1		38	18	31	
Pitt	15	13	13		0	2	2		0	2	2		5	4	4		5	2	2		5	3	3	
Roanoke-Chowan	6	13	7		0	4	1		0	0	0		1	6	1		0	0	1		5	3	4	
Sandhills	40	44	29		5	10	9		1	4	1		16	16	14		1	2	1		17	12	4	
Smoky Mountain	7	6	6		1	0	0		0	1	0		3	3	4		0	0	0		3	2	2	
Southeastern Center	45	25	29		4	5	3		6	2	6		8	8	11		0	3	3		27	7	6	
Southeastern Regional	46	31	12		16	6	2		2	2	0		5	1	0		3	3	4		20	19	6	
Tideland	6	11	13		0	2	1		1	1	2		3	4	3		0	0	1		2	4	6	
Wake	14	12	19		1	2	1		1	1	1		6	5	8		1	1	6		5	3	3	
Western Highlands	36	24	25		4	5	8		3	1	2		11	9	5		1	0	1		17	9	9	
Wilson-Greene-Edgecombe-Nash	25	23	31		2	4	10		1	1	1		9	4	7		2	2	1		11	12	12	
All LMEs Reporting	675	619	656		77	91	109		72	61	68		167	161	187		34	37	60		325	269	232	
Percent of Total	100.0%	100.0%	100.0%		11.4%	14.7%	16.6%		10.7%	9.9%	10.4%		24.7%	26.0%	28.5%		5.0%	6.0%	9.1%		48.1%	43.5%	35.4%	

Table 19 - Rate of Reported Level 2 and Level 3 (Total) Incidents Involving Consumer Injuries Per 1,000 Active Consumers

This table summarizes the rate of reported Level 2 and Level 3 (total) incidents involving injuries to consumers per 1,000 active consumers¹. Level 2 incidents include any injury that requires treatment by a licensed health professional (such as MD, RN, or LPN) beyond first aid, as defined by OSHA guidelines. Level 3 incidents include any injury that results in permanent physical or psychological impairment. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Statewide, the average rate of Level 2 and Level 3 (total) incidents for all injuries reported this quarter was 2.61 per 1,000 active consumers. The statewide rate increased slightly from the prior quarter.

Rate of Reported Level 2 and Level 3 (Total) Incidents Involving Consumer Injuries Per 1,000 Active Consumers																								
LME	Total Reported Injuries				Aggressive Behavior				Self-Injurious Behavior				Trip or Fall				Auto Accident				Other			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	2.11	1.40	1.51		0.00	0.09	0.17		0.09	0.00	0.34		0.09	0.35	0.42		0.64	0.00	0.00		1.28	0.96	0.59	
Albemarle	5.70	0.64	4.65		3.69	0.00	2.48		0.00	0.32	1.24		0.67	0.00	0.62		0.00	0.00	0.31		1.34	0.32	0.00	
Catawba	5.71	4.47	2.26		0.32	1.49	0.00		1.90	1.49	0.28		1.59	0.60	1.13		0.00	0.00	0.00		1.90	0.89	0.85	
Centerpoint	1.37	1.58	1.11		0.21	0.42	0.10		0.32	0.11	0.40		0.53	0.63	0.40		0.00	0.00	0.00		0.32	0.42	0.20	
Crossroads	3.34	5.29	5.77		0.21	0.68	1.51		0.21	1.22	0.55		0.73	0.41	1.79		0.21	0.00	0.14		1.99	2.99	1.79	
Cumberland	8.04	9.28	8.68		0.51	1.05	1.19		1.71	0.70	0.85		1.71	2.10	0.51		0.17	0.70	2.21		3.94	4.73	3.92	
Durham	1.62	3.59	2.45		0.20	0.38	0.35		0.41	0.00	0.00		0.81	0.94	0.52		0.00	0.19	0.35		0.20	2.08	1.22	
Eastpointe	3.94	4.21	5.86		0.12	0.25	0.84		0.48	0.12	0.48		1.19	0.50	1.20		0.12	0.99	0.48		2.03	2.35	2.87	
Five County	1.56	1.65	1.38		0.00	0.24	0.23		0.48	0.24	0.23		0.24	0.47	0.46		0.24	0.24	0.11		0.60	0.47	0.34	
Foothills	4.10	4.29	4.55		0.55	0.56	0.00		0.27	0.00	0.00		0.41	1.68	1.93		0.00	0.00	0.18		2.87	2.05	2.45	
Guilford	2.69	3.91	3.77		0.45	0.43	0.65		0.45	1.09	0.54		0.45	0.65	1.29		0.11	0.11	0.22		1.24	1.63	1.08	
Johnston	1.04	2.81	1.00		0.00	0.35	0.00		0.00	0.00	0.00		0.35	1.41	1.00		0.35	0.00	0.00		0.35	1.05	0.00	
Mecklenburg	2.67	1.58	2.49		0.28	0.10	0.24		0.47	0.15	0.29		0.70	0.44	0.62		0.09	0.15	0.34		1.13	0.74	1.01	
Neuse	2.01	1.22	1.28		0.00	0.00	0.00		0.00	0.30	0.28		0.33	0.00	0.00		0.00	0.00	0.14		1.67	0.91	0.85	
New River	1.70	2.33	NR		0.00	0.00	NR		0.00	0.00	NR		0.85	2.04	NR		0.28	0.00	NR		0.57	0.29	NR	
Onslow-Carteret	0.74	0.64	1.00		0.37	0.16	0.57		0.00	0.00	0.29		0.37	0.16	0.14		0.00	0.00	0.00		0.00	0.32	0.00	
OPC	1.85	0.21	1.05		0.00	0.00	0.00		0.18	0.00	0.00		1.11	0.21	0.63		0.00	0.00	0.21		0.55	0.00	0.21	
Pathways	2.61	4.18	5.25		0.10	0.30	0.84		0.40	0.30	0.52		0.30	0.99	2.10		0.20	0.40	0.52		1.61	2.19	1.26	
Piedmont	2.17	1.43	1.85		0.20	0.30	0.26		0.13	0.15	0.14		0.53	0.42	0.54		0.03	0.03	0.03		1.27	0.54	0.88	
Pitt	2.26	4.17	4.19		0.00	0.64	0.65		0.00	0.64	0.65		0.75	1.28	1.29		0.75	0.64	0.65		0.75	0.96	0.97	
Roanoke-Chowan	1.61	3.69	1.88		0.00	1.14	0.27		0.00	0.00	0.00		0.27	1.70	0.27		0.00	0.00	0.27		1.34	0.85	1.08	
Sandhills	3.15	3.59	2.23		0.39	0.82	0.69		0.08	0.33	0.08		1.26	1.31	1.08		0.08	0.16	0.08		1.34	0.98	0.31	
Smoky Mountain	0.74	0.59	0.56		0.11	0.00	0.00		0.00	0.10	0.00		0.32	0.29	0.37		0.00	0.00	0.00		0.32	0.20	0.19	
Southeastern Center	6.99	3.62	3.89		0.62	0.72	0.40		0.93	0.29	0.80		1.24	1.16	1.47		0.00	0.43	0.40		4.20	1.01	0.80	
Southeastern Regional	4.83	3.07	1.14		1.68	0.59	0.19		0.21	0.20	0.00		0.52	0.10	0.00		0.31	0.30	0.38		2.10	1.88	0.57	
Tideland	0.91	1.67	1.96		0.00	0.30	0.15		0.15	0.15	0.30		0.46	0.61	0.45		0.00	0.00	0.15		0.30	0.61	0.90	
Wake	0.94	0.85	1.27		0.07	0.14	0.07		0.07	0.07	0.07		0.40	0.35	0.53		0.07	0.07	0.40		0.34	0.21	0.20	
Western Highlands	2.75	2.84	3.72		0.31	0.59	1.19		0.23	0.12	0.30		0.84	1.06	0.74		0.08	0.00	0.15		1.30	1.06	1.34	
Wilson-Greene-Edgecombe-Nash	5.28	5.90	7.76		0.42	1.03	2.50		0.21	0.26	0.25		1.90	1.03	1.75		0.42	0.51	0.25		2.32	3.08	3.00	
All LMEs Reporting	2.71	2.54	2.61		0.31	0.37	0.43		0.29	0.25	0.27		0.67	0.66	0.74		0.14	0.15	0.24		1.30	1.10	0.92	
Minimum	0.74	0.21	0.56		0.00	0.00	0.00		0.00	0.00	0.00		0.09	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Median	2.26	2.84	2.25		0.20	0.35	0.26		0.21	0.15	0.29		0.53	0.61	0.62		0.08	0.00	0.19		1.28	0.96	0.87	
Maximum	8.04	9.28	8.68		3.69	1.49	2.50		1.90	1.49	1.24		1.90	2.10	2.10		0.75	0.99	2.21		4.20	4.73	3.92	

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Table 20 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Injuries Due To Aggressive/Destructive Behavior, Highest and Average Number of Incident Reports Per Consumer

This table shows the total number of Level 2 and 3 incident reports involving injuries due to aggressive/destructive behavior filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 109 incidents involving 99 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 5. The average number of incident reports for all other consumers for which an incident was reported was 1.1.

LME	Total Number of Level 2 and 3 Incident Reports Involving Injuries Due To Aggressive/Destructive Behavior															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	0	0	0	0.0	1	1	1	0.0	2	2	1	1.0				
Albemarle	11	11	1	1.0	0	0	0	0.0	8	3	5	1.5				
Catawba	1	1	1	0.0	5	3	2	1.5	0	0	0	0.0				
Centerpoint	2	2	1	1.0	4	4	1	1.0	1	1	1	0.0				
Crossroads	2	2	1	1.0	5	5	1	1.0	11	9	3	1.0				
Cumberland	3	3	1	1.0	6	6	1	1.0	7	7	1	1.0				
Durham	1	1	1	0.0	2	2	1	1.0	2	2	1	1.0				
Eastpointe	1	1	1	0.0	2	2	1	1.0	7	7	1	1.0				
Five County	0	0	0	0.0	2	2	1	1.0	2	2	1	1.0				
Foothills	4	4	4	0.0	3	3	1	1.0	0	0	0	0.0				
Guilford	4	4	1	1.0	4	4	1	1.0	6	5	2	1.0				
Johnston	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0				
Mecklenburg	6	5	2	1.0	2	2	1	1.0	5	5	1	1.0				
Neuse	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
New River	0	0	0	0.0	0	0	0	0.0	NR	NR	NR	NR				
Onslow-Carteret	2	2	1	1.0	1	1	1	0.0	4	2	2	2.0				
OPC	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Pathways	1	1	1	0.0	3	3	1	1.0	8	8	1	1.0				
Piedmont	6	5	2	1.0	10	10	1	1.0	9	9	1	1.0				
Pitt	0	0	0	0.0	2	2	1	1.0	2	2	1	1.0				
Roanoke-Chowan	0	0	0	0.0	4	2	3	1.0	1	1	1	0.0				
Sandhills	5	5	1	1.0	10	6	4	1.2	9	9	1	1.0				
Smoky Mountain	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0				
Southeastern Center	4	4	1	1.0	5	5	1	1.0	3	3	1	1.0				
Southeastern Regional	16	12	5	1.0	6	2	4	2.0	2	2	1	1.0				
Tideland	0	0	0	0.0	2	2	1	1.0	1	1	1	0.0				
Wake	1	1	1	0.0	2	2	1	1.0	1	1	1	0.0				
Western Highlands	4	3	2	1.0	5	5	1	1.0	8	8	1	1.0				
Wilson-Greene-Edgecombe-Nash	2	2	1	1.0	4	4	1	1.0	10	10	1	1.0				
All LMEs Reporting	77	70	5	1.0	91	79	4	1.1	109	99	5	1.1				

**Table 21 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Injuries Due To Self-Injurious Behavior,
Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 and 3 incident reports involving injuries due to self-injurious behavior filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 68 incidents involving 64 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 3. The average number of incident reports for all other consumers for which an incident was reported was 1.0.

LME	Total Number of Level 2 and 3 Incident Reports Involving Injuries Due To Self-Injurious Behavior															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	1	1	1	0.0	0	0	0	0.0	4	2	2	2.0				
Albemarle	0	0	0	0.0	1	1	1	0.0	4	4	1	1.0				
Catawba	6	3	4	1.0	5	3	3	1.0	1	1	1	0.0				
Centerpoint	3	3	1	1.0	1	1	1	0.0	4	4	1	1.0				
Crossroads	2	2	1	1.0	9	7	3	1.0	4	4	1	1.0				
Cumberland	10	7	3	1.2	4	4	1	1.0	5	5	1	1.0				
Durham	2	2	1	1.0	0	0	0	0.0	0	0	0	0.0				
Eastpointe	4	4	1	1.0	1	1	1	0.0	4	4	1	1.0				
Five County	4	4	1	1.0	2	2	1	1.0	2	2	1	1.0				
Foothills	2	2	0	2.0	0	0	0	0.0	0	0	0	0.0				
Guilford	4	4	1	1.0	10	5	4	1.5	5	5	1	1.0				
Johnston	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Mecklenburg	10	10	1	1.0	3	3	1	1.0	6	4	3	1.0				
Neuse	0	0	0	0.0	2	2	1	1.0	2	2	1	1.0				
New River	0	0	0	0.0	0	0	0	0.0	NR	NR	NR	NR				
Onslow-Carteret	0	0	0	0.0	0	0	0	0.0	2	2	1	1.0				
OPC	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0				
Pathways	4	3	2	1.0	3	3	1	1.0	5	5	1	1.0				
Piedmont	4	4	1	1.0	5	5	1	1.0	5	5	1	1.0				
Pitt	0	0	0	0.0	2	2	1	1.0	2	2	1	1.0				
Roanoke-Chowan	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Sandhills	1	1	1	0.0	4	4	1	1.0	1	1	1	0.0				
Smoky Mountain	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0				
Southeastern Center	6	4	2	1.3	2	1	2	0.0	6	6	1	1.0				
Southeastern Regional	2	2	1	1.0	2	2	1	1.0	0	0	0	0.0				
Tideland	1	1	1	0.0	1	1	1	0.0	2	2	1	1.0				
Wake	1	1	1	0.0	1	1	1	0.0	1	1	1	0.0				
Western Highlands	3	3	1	1.0	1	1	1	0.0	2	2	1	1.0				
Wilson-Greene-Edgecombe-Nash	1	1	1	0.0	1	1	1	0.0	1	1	1	0.0				
All LMEs Reporting	72	63	4	1.1	61	51	4	1.1	68	64	3	1.0				

**Table 22 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Injuries Due To Trip or Fall,
Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 and 3 incident reports involving injuries due to trip or fall filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 187 incidents involving 166 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 6. The average number of incident reports for all other consumers for which an incident was reported was 1.1.

LME	Total Number of Level 2 and 3 Incident Reports Involving Injuries Due to Trip or Fall															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	1	1	1	0.0	4	4	1	1.0	5	5	1	1.0				
Albemarle	2	2	1	1.0	0	0	0	0.0	2	2	1	1.0				
Catawba	5	5	1	1.0	2	2	1	1.0	4	3	2	1.0				
Centerpoint	5	4	2	1.0	6	5	2	1.0	4	3	2	1.0				
Crossroads	7	7	1	1.0	3	3	1	1.0	13	13	1	1.0				
Cumberland	10	8	2	1.1	12	12	1	1.0	3	3	1	1.0				
Durham	4	4	1	1.0	5	5	1	1.0	3	3	1	1.0				
Eastpointe	10	10	1	1.0	4	4	1	1.0	10	10	1	1.0				
Five County	2	2	1	1.0	4	4	1	1.0	4	4	1	1.0				
Foothills	3	3	1	1.0	9	9	1	1.0	11	6	6	1.0				
Guilford	4	4	1	1.0	6	6	1	1.0	12	9	4	1.0				
Johnston	1	1	1	0.0	4	4	1	1.0	3	3	1	1.0				
Mecklenburg	15	15	1	1.0	9	9	1	1.0	13	13	1	1.0				
Neuse	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0				
New River	3	1	1	0.0	7	6	2	1.0	NR	NR	NR	NR				
Onslow-Carteret	2	2	1	1.0	1	1	1	0.0	1	1	1	0.0				
OPC	6	6	1	1.0	1	1	1	0.0	3	3	1	1.0				
Pathways	3	3	1	1.0	10	10	1	1.0	20	18	2	1.1				
Piedmont	16	15	2	1.0	14	14	1	1.0	19	17	2	1.1				
Pitt	5	5	1	1.0	4	4	1	1.0	4	4	1	1.0				
Roanoke-Chowan	1	1	1	0.0	6	5	2	1.0	1	1	1	0.0				
Sandhills	16	16	1	1.0	16	15	2	1.0	14	13	2	1.0				
Smoky Mountain	3	3	1	1.0	3	3	1	1.0	4	3	2	1.0				
Southeastern Center	8	8	1	1.0	8	8	1	1.0	11	6	6	1.0				
Southeastern Regional	5	5	1	1.0	1	1	1	0.0	0	0	0	0.0				
Tideland	3	3	1	1.0	4	4	1	1.0	3	3	1	1.0				
Wake	6	6	1	1.0	5	5	1	1.0	8	8	1	1.0				
Western Highlands	11	11	1	1.0	9	9	1	1.0	5	5	1	1.0				
Wilson-Greene-Edgecombe-Nash	9	7	2	1.2	4	4	1	1.0	7	7	1	1.0				
All LMEs Reporting	167	159	2	1.0	161	157	2	1.0	187	166	6	1.1				

**Table 23 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Injuries Due To Auto Accidents,
Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 and 3 incident reports involving injuries due to auto accidents filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 60 incidents involving 60 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 1. The average number of incident reports for all other consumers for which an incident was reported was 1.0.

LME	Total Number of Level 2 and 3 Incident Reports Involving Injuries Due To Auto Accidents															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	7	7	1	1.0	0	0	0	0.0	0	0	0	0.0				
Albemarle	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0				
Catawba	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Centerpoint	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Crossroads	2	2	1	1.0	0	0	0	0.0	1	1	1	0.0				
Cumberland	1	1	1	0.0	4	4	1	1.0	13	13	1	1.0				
Durham	0	0	0	0.0	1	1	1	0.0	2	2	1	1.0				
Eastpointe	1	1	1	0.0	8	8	1	1.0	4	4	1	1.0				
Five County	2	2	1	1.0	2	2	1	1.0	1	1	1	0.0				
Foothills	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0				
Guilford	1	1	1	0.0	1	1	1	0.0	2	2	1	1.0				
Johnston	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0				
Mecklenburg	2	2	1	1.0	3	3	1	1.0	7	7	1	1.0				
Neuse	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0				
New River	1	1	1	0.0	0	0	0	0.0	NR	NR	NR	NR				
Onslow-Carteret	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
OPC	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0				
Pathways	2	2	1	1.0	4	4	1	1.0	5	5	1	1.0				
Piedmont	1	1	1	0.0	1	1	1	0.0	1	1	1	0.0				
Pitt	5	5	1	1.0	2	2	1	1.0	2	2	1	1.0				
Roanoke-Chowan	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0				
Sandhills	1	1	1	0.0	2	2	1	1.0	1	1	1	0.0				
Smoky Mountain	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Southeastern Center	0	0	0	0.0	3	3	1	1.0	3	3	1	1.0				
Southeastern Regional	3	3	1	1.0	3	3	1	1.0	4	4	1	1.0				
Tideland	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0				
Wake	1	1	1	0.0	1	1	1	0.0	6	6	1	1.0				
Western Highlands	1	1	1	0.0	0	0	0	0.0	1	1	1	0.0				
Wilson-Greene-Edgecombe-Nash	2	2	1	1.0	2	2	1	1.0	1	1	1	0.0				
All LMEs Reporting	34	34	1	1.0	37	37	1	1.0	60	60	1	1.0				

**Table 24 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Injuries Due to Other Causes,
Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 and 3 incident reports involving injuries due to other causes filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 232 incidents involving 217 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 2. The average number of incident reports for all other consumers for which an incident was reported was 1.1.

LME	Total Number of Level 2 and 3 Incident Reports Involving Injuries Due to Other Causes															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	14	14	1	1.0	11	11	1	1.0	7	7	1	1.0				
Albemarle	4	4	1	1.0	1	1	1	0.0	0	0	0	0.0				
Catawba	6	5	2	1.0	3	3	1	1.0	3	3	1	1.0				
Centerpoint	3	3	1	1.0	4	4	1	1.0	2	2	1	1.0				
Crossroads	19	18	2	1.0	22	19	3	1.1	13	13	1	1.0				
Cumberland	23	19	2	1.2	27	21	2	1.3	23	21	2	1.1				
Durham	1	1	1	0.0	11	11	1	1.0	7	7	1	1.0				
Eastpointe	17	16	2	1.0	19	19	1	1.0	24	23	2	1.0				
Five County	5	5	1	1.0	4	4	1	1.0	3	3	1	1.0				
Foothills	21	20	2	1.0	11	11	1	1.0	14	12	2	1.1				
Guilford	11	11	1	1.0	15	13	2	1.1	10	9	2	1.0				
Johnston	1	1	1	0.0	3	3	1	1.0	0	0	0	0.0				
Mecklenburg	24	24	1	1.0	15	12	2	1.2	21	17	2	1.2				
Neuse	5	5	1	1.0	6	6	1	1.0	6	5	2	1.0				
New River	2	1	1	0.0	1	1	1	0.0	NR	NR	NR	NR				
Onslow-Carteret	0	0	0	0.0	2	2	1	1.0	0	0	0	0.0				
OPC	3	3	1	1.0	0	0	0	0.0	1	1	1	0.0				
Pathways	16	16	1	1.0	22	20	2	1.1	12	10	2	1.1				
Piedmont	38	36	3	1.0	18	18	1	1.0	31	30	2	1.0				
Pitt	5	5	1	1.0	3	3	1	1.0	3	3	1	1.0				
Roanoke-Chowan	5	3	3	1.0	3	3	1	1.0	4	4	1	1.0				
Sandhills	17	14	3	1.1	12	12	1	1.0	4	4	1	1.0				
Smoky Mountain	3	3	1	1.0	2	2	1	1.0	2	2	1	1.0				
Southeastern Center	27	17	4	1.4	7	7	1	1.0	6	6	1	1.0				
Southeastern Regional	20	15	4	1.1	19	16	3	1.1	6	6	1	1.0				
Tideland	2	2	1	1.0	4	4	1	1.0	6	6	1	1.0				
Wake	5	5	1	1.0	3	3	1	1.0	3	3	1	1.0				
Western Highlands	17	16	2	1.0	9	9	1	1.0	9	9	1	1.0				
Wilson-Greene-Edgecombe-Nash	11	4	1	3.3	12	11	2	1.0	12	11	2	1.0				
All LMEs Reporting	325	286	4	1.1	269	249	3	1.1	232	217	2	1.1				

Table 25 - Numbers of Level 2 Incidents Involving Consumer Injuries

This table summarizes the numbers of reported Level 2 incidents involving injuries to consumers. Level 2 incidents include any injury that requires treatment by a licensed health professional (such as MD, RN, or LPN) beyond first aid, as defined by OSHA guidelines.

Statewide, there was a total of 649 Level 2 incidents involving injuries reported this quarter. This represents a slight increase from the prior quarter. Injuries due to aggressive behavior represented 16.6% of the reported injuries, self-injurious behavior represented 10.5%, trip or fall represented 28.7%, auto accident represented 9.2% and "other" injuries represented 35.0%.

	Number of Reported Level 2 Incidents Involving Consumer Injuries																							
LME	Total Reported Injuries				Aggressive Behavior				Self-Injurious Behavior				Trip or Fall				Auto Accident				Other			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	23	16	18		0	1	2		1	0	4		1	4	5		7	0	0		14	11	7	
Albemarle	17	2	15		11	0	8		0	1	4		2	0	2		0	0	1		4	1	0	
Catawba	18	15	8		1	5	0		6	5	1		5	2	4		0	0	0		6	3	3	
Centerpoint	13	15	11		2	4	1		3	1	4		5	6	4		0	0	0		3	4	2	
Crossroads	31	39	42		1	5	11		2	9	4		7	3	13		2	0	1		19	22	13	
Cumberland	47	53	51		3	6	7		10	4	5		10	12	3		1	4	13		23	27	23	
Durham	8	18	14		1	2	2		2	0	0		4	4	3		0	1	2		1	11	7	
Eastpointe	33	34	49		1	2	7		4	1	4		10	4	10		1	8	4		17	19	24	
Five County	13	14	11		0	2	2		4	2	2		2	4	4		2	2	1		5	4	2	
Foothills	30	23	26		4	3	0		2	0	0		3	9	11		0	0	1		21	11	14	
Guilford	20	29	34		4	4	6		4	10	5		4	6	12		1	1	2		7	8	9	
Johnston	3	8	3		0	1	0		0	0	0		1	4	3		1	0	0		1	3	0	
Mecklenburg	56	32	52		5	2	5		10	3	6		15	9	13		2	3	7		24	15	21	
Neuse	6	8	9		0	0	0		0	2	2		1	0	0		0	0	1		5	6	6	
New River	6	8	NR		0	0	NR		0	0	NR		3	7	NR		1	0	NR		2	1	NR	
Onslow-Carteret	4	4	7		2	1	4		0	0	2		2	1	1		0	0	0		0	2	0	
OPC	10	1	4		0	0	0		1	0	0		6	1	3		0	0	1		3	0	0	
Pathways	26	42	50		1	3	8		4	3	5		3	10	20		2	4	5		16	22	12	
Piedmont	65	48	65		6	10	9		4	5	5		16	14	19		1	1	1		38	18	31	
Pitt	15	13	13		0	2	2		0	2	2		5	4	4		5	2	2		5	3	3	
Roanoke-Chowan	6	13	7		0	4	1		0	0	0		1	6	1		0	0	1		5	3	4	
Sandhills	38	43	29		3	10	9		1	4	1		16	16	14		1	2	1		17	11	4	
Smoky Mountain	7	6	6		1	0	0		0	1	0		3	3	4		0	0	0		3	2	2	
Southeastern Center	45	25	29		4	5	3		6	2	6		8	8	11		0	3	3		27	7	6	
Southeastern Regional	45	31	12		15	6	2		2	2	0		5	1	0		3	3	4		20	19	6	
Tideland	6	11	13		0	2	1		1	1	2		3	4	3		0	0	1		2	4	6	
Wake	14	12	17		1	2	1		1	1	1		6	5	7		1	1	6		5	3	2	
Western Highlands	34	24	23		4	5	7		3	1	2		9	9	5		1	0	1		17	9	8	
Wilson-Greene-Edgecombe-Nash	25	23	31		2	4	10		1	1	1		9	4	7		2	2	1		11	12	12	
All LMEs Reporting	664	610	649		72	91	108		72	61	68		165	160	186		34	37	60		321	261	227	
Percent of Total	100.0%	100.0%	100.0%		10.8%	14.9%	16.6%		10.8%	10.0%	10.5%		24.8%	26.2%	28.7%		5.1%	6.1%	9.2%		48.3%	42.8%	35.0%	

Table 26 - Rate of Reported Level 2 Incidents Involving Consumer Injuries Per 1,000 Active Consumers

This table summarizes the rate of reported Level 2 incidents involving injuries to consumers per 1,000 active consumers¹. Level 2 incidents include any injury that requires treatment by a licensed health professional (such as MD, RN, or LPN) beyond first aid, as defined by OSHA guidelines. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Statewide, the average rate of Level 2 incidents for all injuries reported this quarter was 2.58 per 1,000 active consumers. This represents a slight increase from the prior quarter's rate.

Rate of Reported Level 2 Incidents Involving Consumer Injuries Per 1,000 Active Consumers																								
LME	Total Reported Injuries				Aggressive Behavior				Self-Injurious Behavior				Trip or Fall				Auto Accident				Other			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	2.11	1.40	1.51		0.00	0.09	0.17		0.09	0.00	0.34		0.09	0.35	0.42		0.64	0.00	0.00		1.28	0.96	0.59	
Albemarle	5.70	0.64	4.65		3.69	0.00	2.48		0.00	0.32	1.24		0.67	0.00	0.62		0.00	0.00	0.31		1.34	0.32	0.00	
Catawba	5.71	4.47	2.26		0.32	1.49	0.00		1.90	1.49	0.28		1.59	0.60	1.13		0.00	0.00	0.00		1.90	0.89	0.85	
Centerpoint	1.37	1.58	1.11		0.21	0.42	0.10		0.32	0.11	0.40		0.53	0.63	0.40		0.00	0.00	0.00		0.32	0.42	0.20	
Crossroads	3.24	5.29	5.77		0.10	0.68	1.51		0.21	1.22	0.55		0.73	0.41	1.79		0.21	0.00	0.14		1.99	2.99	1.79	
Cumberland	8.04	9.28	8.68		0.51	1.05	1.19		1.71	0.70	0.85		1.71	2.10	0.51		0.17	0.70	2.21		3.94	4.73	3.92	
Durham	1.62	3.40	2.45		0.20	0.38	0.35		0.41	0.00	0.00		0.81	0.76	0.52		0.00	0.19	0.35		0.20	2.08	1.22	
Eastpointe	3.94	4.21	5.86		0.12	0.25	0.84		0.48	0.12	0.48		1.19	0.50	1.20		0.12	0.99	0.48		2.03	2.35	2.87	
Five County	1.56	1.65	1.26		0.00	0.24	0.23		0.48	0.24	0.23		0.24	0.47	0.46		0.24	0.24	0.11		0.60	0.47	0.23	
Foothills	4.10	4.29	4.55		0.55	0.56	0.00		0.27	0.00	0.00		0.41	1.68	1.93		0.00	0.00	0.18		2.87	2.05	2.45	
Guilford	2.25	3.15	3.66		0.45	0.43	0.65		0.45	1.09	0.54		0.45	0.65	1.29		0.11	0.11	0.22		0.79	0.87	0.97	
Johnston	1.04	2.81	1.00		0.00	0.35	0.00		0.00	0.00	0.00		0.35	1.41	1.00		0.35	0.00	0.00		0.35	1.05	0.00	
Mecklenburg	2.63	1.58	2.49		0.23	0.10	0.24		0.47	0.15	0.29		0.70	0.44	0.62		0.09	0.15	0.34		1.13	0.74	1.01	
Neuse	2.01	1.22	1.28		0.00	0.00	0.00		0.00	0.30	0.28		0.33	0.00	0.00		0.00	0.00	0.14		1.67	0.91	0.85	
New River	1.70	2.33	NR		0.00	0.00	NR		0.00	0.00	NR		0.85	2.04	NR		0.28	0.00	NR		0.57	0.29	NR	
Onslow-Carteret	0.74	0.64	1.00		0.37	0.16	0.57		0.00	0.00	0.29		0.37	0.16	0.14		0.00	0.00	0.00		0.00	0.32	0.00	
OPC	1.85	0.21	0.84		0.00	0.00	0.00		0.18	0.00	0.00		1.11	0.21	0.63		0.00	0.00	0.21		0.55	0.00	0.00	
Pathways	2.61	4.18	5.25		0.10	0.30	0.84		0.40	0.30	0.52		0.30	0.99	2.10		0.20	0.40	0.52		1.61	2.19	1.26	
Piedmont	2.17	1.43	1.85		0.20	0.30	0.26		0.13	0.15	0.14		0.53	0.42	0.54		0.03	0.03	0.03		1.27	0.54	0.88	
Pitt	2.26	4.17	4.19		0.00	0.64	0.65		0.00	0.64	0.65		0.75	1.28	1.29		0.75	0.64	0.65		0.75	0.96	0.97	
Roanoke-Chowan	1.61	3.69	1.88		0.00	1.14	0.27		0.00	0.00	0.00		0.27	1.70	0.27		0.00	0.00	0.27		1.34	0.85	1.08	
Sandhills	2.99	3.51	2.23		0.24	0.82	0.69		0.08	0.33	0.08		1.26	1.31	1.08		0.08	0.16	0.08		1.34	0.90	0.31	
Smoky Mountain	0.74	0.59	0.56		0.11	0.00	0.00		0.00	0.10	0.00		0.32	0.29	0.37		0.00	0.00	0.00		0.32	0.20	0.19	
Southeastern Center	6.99	3.62	3.89		0.62	0.72	0.40		0.93	0.29	0.80		1.24	1.16	1.47		0.00	0.43	0.40		4.20	1.01	0.80	
Southeastern Regional	4.72	3.07	1.14		1.57	0.59	0.19		0.21	0.20	0.00		0.52	0.10	0.00		0.31	0.30	0.38		2.10	1.88	0.57	
Tideland	0.91	1.67	1.96		0.00	0.30	0.15		0.15	0.15	0.30		0.46	0.61	0.45		0.00	0.00	0.15		0.30	0.61	0.90	
Wake	0.94	0.85	1.14		0.07	0.14	0.07		0.07	0.07	0.07		0.40	0.35	0.47		0.07	0.07	0.40		0.34	0.21	0.13	
Western Highlands	2.59	2.84	3.42		0.31	0.59	1.04		0.23	0.12	0.30		0.69	1.06	0.74		0.08	0.00	0.15		1.30	1.06	1.19	
Wilson-Greene-Edgecombe-Nash	5.28	5.90	7.76		0.42	1.03	2.50		0.21	0.26	0.25		1.90	1.03	1.75		0.42	0.51	0.25		2.32	3.08	3.00	
All LMEs Reporting	2.67	2.50	2.58		0.29	0.37	0.43		0.29	0.25	0.27		0.66	0.66	0.74		0.14	0.15	0.24		1.29	1.07	0.90	
Minimum	0.74	0.21	0.56		0.00	0.00	0.00		0.00	0.00	0.00		0.09	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Median	2.25	2.84	2.25		0.20	0.35	0.26		0.21	0.15	0.29		0.53	0.61	0.62		0.08	0.00	0.19		1.28	0.90	0.87	
Maximum	8.04	9.28	8.68		3.69	1.49	2.50		1.90	1.49	1.24		1.90	2.10	2.10		0.75	0.99	2.21		4.20	4.73	3.92	

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Table 27 - Numbers of Level 3 Incidents Involving Consumer Injuries

This table summarizes the numbers of reported Level 3 incidents involving injuries to consumers. Level 3 incidents include any injury that results in permanent physical or psychological impairment.

Statewide, there were 7 Level 3 incidents involving injuries that were reported this quarter. One injury was due to aggressive behavior, one injury was due to trip or fall, and five injuries were categorized as "other".

LME	Number of Reported Level 3 Incidents Involving Consumer Injuries																							
	Total Reported Injuries				Aggressive Behavior				Self-Injurious Behavior				Trip or Fall				Auto Accident				Other			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Albemarle	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Catawba	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Centerpoint	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Crossroads	1	0	0		1	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Cumberland	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Durham	0	1	0		0	0	0		0	0	0		0	1	0		0	0	0		0	0	0	
Eastpointe	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Five County	0	0	1		0	0	0		0	0	0		0	0	0		0	0	0		0	0	1	
Foothills	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Guilford	4	7	1		0	0	0		0	0	0		0	0	0		0	0	0		4	7	1	
Johnston	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Mecklenburg	1	0	0		1	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Neuse	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
New River	0	0	NR		0	0	NR		0	0	NR		0	0	NR		0	0	NR		0	0	NR	
Onslow-Carteret	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
OPC	0	0	1		0	0	0		0	0	0		0	0	0		0	0	0		0	0	1	
Pathways	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Piedmont	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Pitt	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Roanoke-Chowan	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Sandhills	2	1	0		2	0	0		0	0	0		0	0	0		0	0	0		0	1	0	
Smoky Mountain	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Southeastern Center	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Southeastern Regional	1	0	0		1	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Tideland	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Wake	0	0	2		0	0	0		0	0	0		0	0	1		0	0	0		0	0	1	
Western Highlands	2	0	2		0	0	1		0	0	0		2	0	0		0	0	0		0	0	1	
Wilson-Greene-Edgecombe-Nash	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
All LMEs Reporting	11	9	7		5	0	1		0	0	0		2	1	1		0	0	0		4	8	5	
Percent of Total	100.0%	100.0%	100.0%		45.5%	0.0%	14.3%		0.0%	0.0%	0.0%		18.2%	11.1%	14.3%		0.0%	0.0%	0.0%		36.4%	88.9%	71.4%	

Table 28 - Rate of Reported Level 3 Incidents Involving Consumer Injuries Per 1,000 Active Consumers

This table summarizes the rate of reported Level 3 incidents involving injuries to consumers per 1,000 active consumers¹. Level 3 incidents include any injury that results in permanent physical or psychological impairment. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Statewide, there were 7 Level 3 incidents involving injuries reported this quarter. The average rate of Level 3 incidents for injuries reported this quarter was 0.03 per 1,000 active consumers.

	Rate of Reported Level 3 Incidents Involving Consumer Injuries Per 1,000 Active Consumers																							
LME	Total Reported Injuries				Aggressive Behavior				Self-Injurious Behavior				Trip or Fall				Auto Accident				Other			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Albemarle	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Catawba	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Centerpoint	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Crossroads	0.10	0.00	0.00		0.10	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Cumberland	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Durham	0.00	0.19	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.19	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Eastpointe	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Five County	0.00	0.00	0.11		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.11	
Foothills	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Guilford	0.45	0.76	0.11		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.45	0.76	0.11	
Johnston	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Mecklenburg	0.05	0.00	0.00		0.05	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Neuse	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
New River	0.00	0.00	NR		0.00	0.00	NR		0.00	0.00	NR		0.00	0.00	NR		0.00	0.00	NR		0.00	0.00	NR	
Onslow-Carteret	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
OPC	0.00	0.00	0.21		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.21	
Pathways	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Piedmont	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Pitt	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Roanoke-Chowan	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Sandhills	0.16	0.08	0.00		0.16	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.08	0.00	
Smoky Mountain	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Southeastern Center	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Southeastern Regional	0.10	0.00	0.00		0.10	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Tideland	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Wake	0.00	0.00	0.13		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.07		0.00	0.00	0.00		0.00	0.00	0.07	
Western Highlands	0.15	0.00	0.30		0.00	0.00	0.15		0.00	0.00	0.00		0.15	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.15	
Wilson-Greene-Edgecombe-Nash	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
All LMEs Reporting	0.04	0.04	0.03		0.02	0.00	0.00		0.00	0.00	0.00		0.01	0.00	0.00		0.00	0.00	0.00		0.02	0.03	0.02	
Minimum	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Median	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Maximum	0.45	0.76	0.30		0.16	0.00	0.15		0.00	0.00	0.00		0.15	0.19	0.07		0.00	0.00	0.00		0.45	0.76	0.21	

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Table 29 - Total Numbers of Level 2 and Level 3 Incidents Involving Reported Allegations of Abuse, Neglect or Exploitation of Consumers

This table summarizes the total numbers of Level 2 and Level 3 incidents involving reported allegations of abuse, neglect, or exploitation of consumers. Level 2 incidents include any allegation of abuse, neglect or exploitation of a consumer by staff or other adult, including inappropriate touching or sexual behavior. Level 3 incidents include any allegation of abuse, neglect or exploitation of a consumer that involves permanent physical or psychological impairment, or arrest.

This quarter there was an unduplicated total of 384 Level 2 and 3 incidents involving allegations of abuse, neglect, or exploitation. This represents a slight increase over the number reported last quarter. Three-quarters (75.0%) of the reported incidents this quarter involved allegations of abuse, 22.1% of the reported incidents involved allegations of neglect, and 3.6% of the reported incidents involved allegations of exploitation.

LME	Total Level 2 and Level 3 Incidents Involving Reported Allegations of Abuse, Neglect, or Exploitation															
	Total Reported Allegations (Unduplicated) ¹				Alleged Abuse				Alleged Neglect				Alleged Exploitation			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	4	7	5		2	5	4		2	2	1		0	0	0	
Albemarle	2	6	0		1	4	0		1	2	0		0	0	0	
Catawba	1	9	2		0	8	1		1	1	1		0	0	0	
Centerpoint	0	0	19		0	0	10		0	0	8		0	0	1	
Crossroads	21	18	13		15	16	13		4	4	0		2	1	0	
Cumberland	28	27	34		16	13	29		6	8	3		6	8	2	
Durham	10	13	14		7	9	12		0	3	1		3	1	1	
Eastpointe	10	15	13		9	9	9		1	6	2		0	6	2	
Five County	5	4	8		3	3	8		2	0	0		0	1	0	
Foothills	9	15	12		7	11	9		1	2	3		1	2	0	
Guilford	12	13	9		7	12	6		5	1	4		2	0	0	
Johnston	3	0	3		3	0	3		0	0	0		0	0	0	
Mecklenburg	36	20	29		29	15	24		7	3	5		0	2	0	
Neuse	11	16	6		7	8	4		4	7	2		0	1	0	
New River	4	9	NR		3	3	NR		1	6	NR		0	0	NR	
Onslow-Carteret	0	2	0		0	2	0		0	0	0		0	0	0	
OPC	3	1	2		2	1	1		1	0	1		0	0	0	
Pathways	20	30	19		19	19	13		1	10	5		0	1	1	
Piedmont	49	24	52		28	14	37		15	8	15		6	2	0	
Pitt	3	4	4		3	4	4		0	0	0		0	1	1	
Roanoke-Chowan	4	6	10		2	6	7		2	0	3		0	0	0	
Sandhills	39	64	42		19	32	32		19	31	9		1	1	1	
Smoky Mountain	5	3	4		4	3	3		1	0	1		1	0	0	
Southeastern Center	10	16	22		7	13	14		2	3	6		2	0	2	
Southeastern Regional	9	8	2		9	6	2		0	2	0		0	0	0	
Tideland	5	7	5		1	4	4		3	3	1		1	0	0	
Wake	13	5	20		10	3	14		2	2	6		1	0	0	
Western Highlands	13	11	31		8	7	23		5	4	7		2	2	2	
Wilson-Greene-Edgecombe-Nash	2	9	4		2	9	2		0	0	1		0	0	1	
All LMEs Reporting	331	362	384		223	239	288		86	108	85		28	29	14	
Percent of Total	100.0%	100.0%	100.0%		67.4%	66.0%	75.0%		26.0%	29.8%	22.1%		8.5%	8.0%	3.6%	

1. Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of alleged abuse, neglect, and exploitation incidents if more than one type of allegation is reported on a single incident report.

Table 30 - Rates of Reported Level 2 and Level 3 (Total) Incidents Involving Allegations of Abuse, Neglect, or Exploitation per 1,000 Active Consumers

This table summarizes the rates of reported Level 2 and Level 3 (total) incidents involving allegations of abuse, neglect, or exploitation per 1,000 active consumers¹. Level 2 incidents include any allegation of abuse, neglect or exploitation of a consumer by staff or other adult, including inappropriate touching or sexual behavior. Level 3 incidents include any allegation of abuse, neglect or exploitation of a consumer that involves permanent physical or psychological impairment, or arrest. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

The average rate of reported Level 2 and Level 3 incidents involving allegations of abuse, neglect, or exploitation statewide was 1.53 per 1,000 active consumers this quarter which is slightly higher than last quarter's rate. The variation in rates by area program may be more reflective of differences in reporting.

LME	Rate of Reported Level 2 and Level 3 Incidents Involving Allegations of Abuse, Neglect, or Exploitation Per 1,000 Active Consumers															
	Total Reported Allegations (Unduplicated) ²				Alleged Abuse				Alleged Neglect				Alleged Exploitation			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.37	0.61	0.42		0.18	0.44	0.34		0.18	0.18	0.08		0.00	0.00	0.00	
Albemarle	0.67	1.91	0.00		0.34	1.28	0.00		0.34	0.64	0.00		0.00	0.00	0.00	
Catawba	0.32	2.68	0.57		0.00	2.38	0.28		0.32	0.30	0.28		0.00	0.00	0.00	
Centerpoint	0.00	0.00	1.92		0.00	0.00	1.01		0.00	0.00	0.81		0.00	0.00	0.10	
Crossroads	2.20	2.44	1.79		1.57	2.17	1.79		0.42	0.54	0.00		0.21	0.14	0.00	
Cumberland	4.79	4.73	5.79		2.74	2.28	4.94		1.03	1.40	0.51		1.03	1.40	0.34	
Durham	2.03	2.46	2.45		1.42	1.70	2.10		0.00	0.57	0.17		0.61	0.19	0.17	
Eastpointe	1.19	1.86	1.55		1.07	1.12	1.08		0.12	0.74	0.24		0.00	0.74	0.24	
Five County	0.60	0.47	0.92		0.36	0.35	0.92		0.24	0.00	0.00		0.00	0.12	0.00	
Foothills	1.23	2.80	2.10		0.96	2.05	1.58		0.14	0.37	0.53		0.14	0.37	0.00	
Guilford	1.35	1.41	0.97		0.79	1.30	0.65		0.56	0.11	0.43		0.22	0.00	0.00	
Johnston	1.04	0.00	1.00		1.04	0.00	1.00		0.00	0.00	0.00		0.00	0.00	0.00	
Mecklenburg	1.69	0.99	1.39		1.36	0.74	1.15		0.33	0.15	0.24		0.00	0.10	0.00	
Neuse	3.68	2.44	0.85		2.34	1.22	0.57		1.34	1.07	0.28		0.00	0.15	0.00	
New River	1.14	2.62	NR		0.85	0.87	NR		0.28	1.75	NR		0.00	0.00	NR	
Onslow-Carteret	0.00	0.32	0.00		0.00	0.32	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
OPC	0.55	0.21	0.42		0.37	0.21	0.21		0.18	0.00	0.21		0.00	0.00	0.00	
Pathways	2.01	2.98	1.99		1.91	1.89	1.36		0.10	0.99	0.52		0.00	0.10	0.10	
Piedmont	1.64	0.72	1.48		0.94	0.42	1.05		0.50	0.24	0.43		0.20	0.06	0.00	
Pitt	0.45	1.28	1.29		0.45	1.28	1.29		0.00	0.00	0.00		0.00	0.32	0.32	
Roanoke-Chowan	1.07	1.70	2.69		0.54	1.70	1.88		0.54	0.00	0.81		0.00	0.00	0.00	
Sandhills	3.07	5.23	3.23		1.50	2.61	2.46		1.50	2.53	0.69		0.08	0.08	0.08	
Smoky Mountain	0.53	0.29	0.37		0.42	0.29	0.28		0.11	0.00	0.09		0.11	0.00	0.00	
Southeastern Center	1.55	2.32	2.95		1.09	1.88	1.88		0.31	0.43	0.80		0.31	0.00	0.27	
Southeastern Regional	0.94	0.79	0.19		0.94	0.59	0.19		0.00	0.20	0.00		0.00	0.00	0.00	
Tideland	0.76	1.06	0.75		0.15	0.61	0.60		0.46	0.46	0.15		0.15	0.00	0.00	
Wake	0.88	0.35	1.34		0.67	0.21	0.94		0.13	0.14	0.40		0.07	0.00	0.00	
Western Highlands	0.99	1.30	4.62		0.61	0.83	3.42		0.38	0.47	1.04		0.15	0.24	0.30	
Wilson-Greene-Edgecombe-Nash	0.42	2.31	1.00		0.42	2.31	0.50		0.00	0.00	0.25		0.00	0.00	0.25	
All LMEs Reporting	1.33	1.49	1.53		0.90	0.98	1.15		0.35	0.44	0.34		0.11	0.12	0.06	
Minimum	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Median	1.04	1.41	1.31		0.79	1.12	1.00		0.24	0.24	0.24		0.00	0.00	0.00	
Maximum	4.79	5.23	5.79		2.74	2.61	4.94		1.50	2.53	1.04		1.03	1.40	0.34	

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

2. Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of alleged abuse, neglect, and exploitation incidents if more than one type of allegation is reported on a single incident report.

Table 31 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Allegations of Abuse, Neglect, and Exploitation, Highest and Average Number of Incident Reports Per Consumer

This table shows the total number of Level 2 and 3 incident reports involving allegations of abuse, neglect, and exploitation filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 384 incidents involving 362 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 3. The average number of incident reports for all other consumers for which an incident was reported was 1.1.

LME	Total Number of Level 2 and 3 Incident Reports Involving Allegations of Abuse, Neglect, and Exploitation															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	4	4	1	1.0	7	7	1	1.0	5	5	1	1.0				
Albemarle	2	2	1	1.0	6	5	2	1.0	0	0	0	0.0				
Catawba	1	1	1	0.0	9	9	1	1.0	2	2	1	1.0				
Centerpoint	0	0	0	0.0	0	0	0	0.0	19	19	1	1.0				
Crossroads	21	18	3	1.1	18	17	2	1.0	13	13	1	1.0				
Cumberland	28	26	3	1.0	27	27	2	1.0	34	28	2	1.2				
Durham	10	10	1	1.0	13	13	1	1.0	14	14	1	1.0				
Eastpointe	10	8	2	1.1	15	15	1	1.0	13	13	1	1.0				
Five County	5	5	1	1.0	4	4	1	1.0	8	8	1	1.0				
Foothills	9	9	1	1.0	15	15	1	1.0	12	12	1	1.0				
Guilford	12	11	2	1.0	13	12	2	1.0	9	8	2	1.0				
Johnston	3	3	1	1.0	0	0	0	0.0	3	3	1	1.0				
Mecklenburg	36	36	1	1.0	20	19	2	1.0	29	28	2	1.0				
Neuse	11	11	1	1.0	16	16	1	1.0	6	5	2	1.0				
New River	4	1	1	0.0	9	6	2	1.4	NR	NR	NR	NR				
Onslow-Carteret	0	0	0	0.0	2	2	1	1.0	0	0	0	0.0				
OPC	3	3	1	1.0	1	1	1	0.0	2	2	1	1.0				
Pathways	20	19	2	1.0	30	25	2	1.2	19	19	1	1.0				
Piedmont	49	47	2	1.0	24	21	2	1.1	52	48	3	1.0				
Pitt	3	3	1	1.0	4	3	2	1.0	4	3	2	1.0				
Roanoke-Chowan	4	4	1	1.0	6	6	1	1.0	10	10	1	1.0				
Sandhills	39	34	2	1.1	64	56	2	1.1	42	37	2	1.1				
Smoky Mountain	5	5	1	1.0	3	3	1	1.0	4	4	1	1.0				
Southeastern Center	10	10	1	1.0	16	16	1	1.0	22	20	2	1.1				
Southeastern Regional	9	9	1	1.0	8	8	1	1.0	2	2	1	1.0				
Tideland	5	5	1	1.0	7	7	1	1.0	5	5	1	1.0				
Wake	13	12	2	1.0	5	5	1	1.0	20	20	1	1.0				
Western Highlands	13	12	2	1.0	11	11	1	1.0	31	30	2	1.0				
Wilson-Greene-Edgecombe-Nash	2	2	1	1.0	9	7	2	1.2	4	4	1	1.0				
All LMEs Reporting	331	310	3	1.1	362	336	2	1.1	384	362	3	1.1				

Table 32 - Numbers of Level 2 Incidents Involving Reported Allegations of Abuse, Neglect or Exploitation of Consumers

This table summarizes the numbers of Level 2 incidents involving reported allegations of abuse, neglect, or exploitation of consumers. Level 2 incidents include any allegation of abuse, neglect or exploitation of a consumer by staff or other adult, including inappropriate touching or sexual behavior.

There were 375 Level 2 incident reports involving allegations of abuse, neglect, or exploitation that were submitted this quarter. Three-quarters (75.2%) of the reported incidents involved allegations of abuse, 22.1% of the reported incidents involved allegations of neglect, and 3.5% of the reported incidents involved allegations of exploitation.

LME	Level 2 Incidents Involving Reported Allegations of Abuse, Neglect, or Exploitation															
	Total Reported Allegations (Unduplicated)*				Alleged Abuse				Alleged Neglect				Alleged Exploitation			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	4	7	5		2	5	4		2	2	1		0	0	0	
Albemarle	2	6	0		1	4	0		1	2	0		0	0	0	
Catawba	1	9	2		0	8	1		1	1	1		0	0	0	
Centerpoint	0	0	19		0	0	10		0	0	8		0	0	1	
Crossroads	21	18	13		15	16	13		4	4	0		2	1	0	
Cumberland	28	27	34		16	13	29		6	8	3		6	8	2	
Durham	9	11	14		7	7	12		0	3	1		2	1	1	
Eastpointe	8	14	13		7	8	9		1	6	2		0	5	2	
Five County	5	4	8		3	3	8		2	0	0		0	1	0	
Foothills	9	15	12		7	11	9		1	2	3		1	2	0	
Guilford	10	12	9		5	11	6		5	1	4		1	0	0	
Johnston	3	0	2		3	0	2		0	0	0		0	0	0	
Mecklenburg	35	20	27		28	15	24		7	3	3		0	2	0	
Neuse	11	14	6		7	6	4		4	7	2		0	1	0	
New River	3	9	NR		2	3	NR		1	6	NR		0	0	NR	
Onslow-Carteret	0	2	0		0	2	0		0	0	0		0	0	0	
OPC	3	1	2		2	1	1		1	0	1		0	0	0	
Pathways	18	29	19		17	18	13		1	10	5		0	1	1	
Piedmont	49	24	50		28	14	35		15	8	15		6	2	0	
Pitt	3	4	4		3	4	4		0	0	0		0	1	1	
Roanoke-Chowan	4	6	10		2	6	7		2	0	3		0	0	0	
Sandhills	39	63	38		19	31	29		19	31	9		1	1	0	
Smoky Mountain	5	3	4		4	3	3		1	0	1		1	0	0	
Southeastern Center	10	16	22		7	13	14		2	3	6		2	0	2	
Southeastern Regional	6	6	2		6	4	2		0	2	0		0	0	0	
Tideland	5	7	5		1	4	4		3	3	1		1	0	0	
Wake	13	5	20		10	3	14		2	2	6		1	0	0	
Western Highlands	13	11	31		8	7	23		5	4	7		2	2	2	
Wilson-Greene-Edgecombe-Nash	2	8	4		2	8	2		0	0	1		0	0	1	
All LMEs Reporting	319	351	375		212	228	282		86	108	83		26	28	13	
Percent of Total	100.0%	100.0%	100.0%		66.5%	65.0%	75.2%		27.0%	30.8%	22.1%		8.2%	8.0%	3.5%	

* Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of alleged abuse, neglect, and exploitation incidents if more than one type of allegation is reported on a single incident report.

Table 33 - Rates of Reported Level 2 Incidents Involving Allegations of Abuse, Neglect, or Exploitation per 1,000 Active Consumers

This table summarizes the rates of reported Level 2 incidents involving allegations of abuse, neglect, or exploitation per 1,000 active consumers¹. Level 2 incidents include any allegation of abuse, neglect or exploitation of a consumer by staff or other adult, including inappropriate touching or sexual behavior. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

The average rate of reported Level 2 incidents involving allegations of abuse, neglect, or exploitation statewide was 1.49 per 1,000 active caseload this quarter. This is slightly higher than last quarter's rate. The variation in rates by area program may be more reflective of differences in reporting.

	Rate of Reported Level 2 Incidents Involving Allegations of Abuse, Neglect, or Exploitation Per 1,000 Active Consumers															
LME	Total Reported Allegations (Unduplicated) ²				Alleged Abuse				Alleged Neglect				Alleged Exploitation			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.37	0.61	0.42		0.18	0.44	0.34		0.18	0.18	0.08		0.00	0.00	0.00	
Albemarle	0.67	1.91	0.00		0.34	1.28	0.00		0.34	0.64	0.00		0.00	0.00	0.00	
Catawba	0.32	2.68	0.57		0.00	2.38	0.28		0.32	0.30	0.28		0.00	0.00	0.00	
Centerpoint	0.00	0.00	1.92		0.00	0.00	1.01		0.00	0.00	0.81		0.00	0.00	0.10	
Crossroads	2.20	2.44	1.79		1.57	2.17	1.79		0.42	0.54	0.00		0.21	0.14	0.00	
Cumberland	4.79	4.73	5.79		2.74	2.28	4.94		1.03	1.40	0.51		1.03	1.40	0.34	
Durham	1.83	2.08	2.45		1.42	1.32	2.10		0.00	0.57	0.17		0.41	0.19	0.17	
Eastpointe	0.95	1.73	1.55		0.83	0.99	1.08		0.12	0.74	0.24		0.00	0.62	0.24	
Five County	0.60	0.47	0.92		0.36	0.35	0.92		0.24	0.00	0.00		0.00	0.12	0.00	
Foothills	1.23	2.80	2.10		0.96	2.05	1.58		0.14	0.37	0.53		0.14	0.37	0.00	
Guilford	1.12	1.30	0.97		0.56	1.20	0.65		0.56	0.11	0.43		0.11	0.00	0.00	
Johnston	1.04	0.00	0.67		1.04	0.00	0.67		0.00	0.00	0.00		0.00	0.00	0.00	
Mecklenburg	1.64	0.99	1.29		1.31	0.74	1.15		0.33	0.15	0.14		0.00	0.10	0.00	
Neuse	3.68	2.13	0.85		2.34	0.91	0.57		1.34	1.07	0.28		0.00	0.15	0.00	
New River	0.85	2.62	NR		0.57	0.87	NR		0.28	1.75	NR		0.00	0.00	NR	
Onslow-Carteret	0.00	0.32	0.00		0.00	0.32	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
OPC	0.55	0.21	0.42		0.37	0.21	0.21		0.18	0.00	0.21		0.00	0.00	0.00	
Pathways	1.81	2.88	1.99		1.71	1.79	1.36		0.10	0.99	0.52		0.00	0.10	0.10	
Piedmont	1.64	0.72	1.42		0.94	0.42	1.00		0.50	0.24	0.43		0.20	0.06	0.00	
Pitt	0.45	1.28	1.29		0.45	1.28	1.29		0.00	0.00	0.00		0.00	0.32	0.32	
Roanoke-Chowan	1.07	1.70	2.69		0.54	1.70	1.88		0.54	0.00	0.81		0.00	0.00	0.00	
Sandhills	3.07	5.15	2.92		1.50	2.53	2.23		1.50	2.53	0.69		0.08	0.08	0.00	
Smoky Mountain	0.53	0.29	0.37		0.42	0.29	0.28		0.11	0.00	0.09		0.11	0.00	0.00	
Southeastern Center	1.55	2.32	2.95		1.09	1.88	1.88		0.31	0.43	0.80		0.31	0.00	0.27	
Southeastern Regional	0.63	0.59	0.19		0.63	0.40	0.19		0.00	0.20	0.00		0.00	0.00	0.00	
Tideland	0.76	1.06	0.75		0.15	0.61	0.60		0.46	0.46	0.15		0.15	0.00	0.00	
Wake	0.88	0.35	1.34		0.67	0.21	0.94		0.13	0.14	0.40		0.07	0.00	0.00	
Western Highlands	0.99	1.30	4.62		0.61	0.83	3.42		0.38	0.47	1.04		0.15	0.24	0.30	
Wilson-Greene-Edgecombe-Nash	0.42	2.05	1.00		0.42	2.05	0.50		0.00	0.00	0.25		0.00	0.00	0.25	
All LMEs Reporting	1.28	1.44	1.49		0.85	0.94	1.12		0.35	0.44	0.33		0.10	0.11	0.05	
Minimum	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Median	0.95	1.30	1.29		0.61	0.91	0.97		0.24	0.24	0.24		0.00	0.00	0.00	
Maximum	4.79	5.15	5.79		2.74	2.53	4.94		1.50	2.53	1.04		1.03	1.40	0.34	

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

2. Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of alleged abuse, neglect, and exploitation incidents if more than one type of allegation is reported on a single incident report.

Table 34 - Numbers of Level 3 Incidents Involving Reported Allegations of Abuse, Neglect or Exploitation of Consumers

This table summarizes the numbers of Level 3 incidents involving reported allegations of abuse, neglect, or exploitation of consumers. Level 3 incidents include any allegation of abuse, neglect or exploitation of a consumer that involves permanent physical or psychological impairment, or arrest.

There were 9 Level 3 incidents reported this quarter. 6 incidents involved allegations of abuse, 2 incident involved allegations of neglect, and 1 incident involved allegations of exploitation.

LME	Level 3 Incidents Involving Reported Allegations of Abuse, Neglect, or Exploitation															
	Total Reported Allegations (Unduplicated)*				Alleged Abuse				Alleged Neglect				Alleged Exploitation			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0	0	0		0	0	0		0	0	0		0	0	0	
Albemarle	0	0	0		0	0	0		0	0	0		0	0	0	
Catawba	0	0	0		0	0	0		0	0	0		0	0	0	
Centerpoint	0	0	0		0	0	0		0	0	0		0	0	0	
Crossroads	0	0	0		0	0	0		0	0	0		0	0	0	
Cumberland	0	0	0		0	0	0		0	0	0		0	0	0	
Durham	1	2	0		0	2	0		0	0	0		1	0	0	
Eastpointe	2	1	0		2	1	0		0	0	0		0	1	0	
Five County	0	0	0		0	0	0		0	0	0		0	0	0	
Foothills	0	0	0		0	0	0		0	0	0		0	0	0	
Guilford	2	1	0		2	1	0		0	0	0		1	0	0	
Johnston	0	0	1		0	0	1		0	0	0		0	0	0	
Mecklenburg	1	0	2		1	0	0		0	0	2		0	0	0	
Neuse	0	2	0		0	2	0		0	0	0		0	0	0	
New River	1	0	NR		1	0	NR		0	0	NR		0	0	NR	
Onslow	0	0	0		0	0	0		0	0	0		0	0	0	
OPC	0	0	0		0	0	0		0	0	0		0	0	0	
Pathways	2	1	0		2	1	0		0	0	0		0	0	0	
Piedmont	0	0	2		0	0	2		0	0	0		0	0	0	
Pitt	0	0	0		0	0	0		0	0	0		0	0	0	
Roanoke-Chowan	0	0	0		0	0	0		0	0	0		0	0	0	
Sandhills	0	1	4		0	1	3		0	0	0		0	0	1	
Smoky Mountain	0	0	0		0	0	0		0	0	0		0	0	0	
Southeastern Center	0	0	0		0	0	0		0	0	0		0	0	0	
Southeastern Regional	3	2	0		3	2	0		0	0	0		0	0	0	
Tideland	0	0	0		0	0	0		0	0	0		0	0	0	
Wake	0	0	0		0	0	0		0	0	0		0	0	0	
Western Highlands	0	0	0		0	0	0		0	0	0		0	0	0	
Wilson-Greene-Edgecombe-Nash	0	1	0		0	1	0		0	0	0		0	0	0	
All LMEs Reporting	12	11	9		11	11	6		0	0	2		2	1	1	
Percent of Total	100.0%	100.0%	100.0%		91.7%	100.0%	66.7%		0.0%	0.0%	22.2%		16.7%	9.1%	11.1%	

* Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of alleged abuse, neglect, and exploitation incidents if more than one type of allegation is reported on a single incident report.

Table 35 - Rates of Reported Level 3 Incidents Involving Allegations of Abuse, Neglect, or Exploitation per 1,000 Active Consumers

This table summarizes the rates of reported Level 3 incidents involving allegations of abuse, neglect, or exploitation per 1,000 active consumers¹. Level 3 incidents include any allegation of abuse, neglect or exploitation of a consumer that involves permanent physical or psychological impairment, or arrest. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

There were 9 Level 3 incidents involving allegations of abuse or neglect this quarter for an overall rate of 0.04 incident per 1,000 active consumers.

LME	Rate of Reported Level 3 Incidents Involving Allegations of Abuse, Neglect, or Exploitation Per 1,000 Active Consumers															
	Total Reported Allegations (Unduplicated) ²				Alleged Abuse				Alleged Neglect				Alleged Exploitation			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Albemarle	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Catawba	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Centerpoint	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Crossroads	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Cumberland	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Durham	0.20	0.38	0.00		0.00	0.38	0.00		0.00	0.00	0.00		0.20	0.00	0.00	
Eastpointe	0.24	0.12	0.00		0.24	0.12	0.00		0.00	0.00	0.00		0.00	0.12	0.00	
Five County	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Foothills	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Guilford	0.22	0.11	0.00		0.22	0.11	0.00		0.00	0.00	0.00		0.11	0.00	0.00	
Johnston	0.00	0.00	0.33		0.00	0.00	0.33		0.00	0.00	0.00		0.00	0.00	0.00	
Mecklenburg	0.05	0.00	0.10		0.05	0.00	0.00		0.00	0.00	0.10		0.00	0.00	0.00	
Neuse	0.00	0.30	0.00		0.00	0.30	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
New River	0.28	0.00	NR		0.28	0.00	NR		0.00	0.00	NR		0.00	0.00	NR	
Onslow	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
OPC	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Pathways	0.20	0.10	0.00		0.20	0.10	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Piedmont	0.00	0.00	0.06		0.00	0.00	0.06		0.00	0.00	0.00		0.00	0.00	0.00	
Pitt	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Roanoke-Chowan	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Sandhills	0.00	0.08	0.31		0.00	0.08	0.23		0.00	0.00	0.00		0.00	0.00	0.08	
Smoky Mountain	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Southeastern Center	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Southeastern Regional	0.31	0.20	0.00		0.31	0.20	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Tideland	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Wake	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Western Highlands	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Wilson-Greene-Edgecombe-Nash	0.00	0.26	0.00		0.00	0.26	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
All LMEs Reporting	0.05	0.05	0.04		0.04	0.05	0.02		0.00	0.00	0.01		0.01	0.00	0.00	
Minimum	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Median	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Maximum	0.31	0.38	0.33		0.31	0.38	0.33		0.00	0.00	0.10		0.20	0.12	0.08	

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

2. Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of alleged abuse, neglect, and exploitation incidents if more than one type of allegation is reported on a single incident report.

Table 36 - Total Numbers of Reported Level 2 and Level 3 Incidents Involving Medication Errors

This table summarizes the total numbers of reported Level 2 and Level 3 incidents involving medication errors. Level 2 incidents include any medication error that threatens the consumer's health or safety (as determined by the physician or pharmacist notified of the error). Level 3 incidents include any medication error that results in permanent physical or psychological impairment.

There was a total of 105 Level 2 and Level 3 incidents related to medication errors this quarter. This represents a decrease from the prior quarter. Three-quarters (77.1%) of the incidents were due to a missed dose (includes refusals), 17.1% were due to the wrong dosage administered, 3.8% were due to the wrong medication administered, and 1.9% were due to the wrong time of administration.

LME	Total Reported Level 2 and Level 3 Incidents Involving Medication Errors																			
	Total Medication Errors Reported				Wrong Dosage Administered				Wrong Medication Administered				Wrong Time of Administration				Missed Dose (Includes Refusals)			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	3	2	0		0	2	0		0	0	0		1	0	0		2	0	0	
Albemarle	0	2	0		0	0	0		0	0	0		0	0	0		0	2	0	
Catawba	9	1	4		2	0	2		1	0	0		1	0	0		5	1	2	
Centerpoint	0	4	2		0	0	1		0	0	1		0	0	0		0	4	0	
Crossroads	2	4	12		2	0	2		0	0	0		0	1	1		0	3	9	
Cumberland	39	34	14		1	0	0		0	1	1		0	1	0		38	32	13	
Durham	7	4	6		1	1	3		2	0	0		0	0	0		4	3	3	
Eastpointe	0	1	0		0	0	0		0	0	0		0	0	0		0	1	0	
Five County	2	1	2		1	0	1		1	1	0		0	0	0		0	0	1	
Foothills	3	0	0		0	0	0		0	0	0		0	0	0		3	0	0	
Guilford	7	2	10		1	1	0		1	0	0		0	0	0		5	1	10	
Johnston	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Mecklenburg	1	2	4		1	1	0		0	0	1		0	0	0		0	1	3	
Neuse	1	0	0		0	0	0		0	0	0		1	0	0		0	0	0	
New River	3	3	NR		0	1	NR		0	1	NR		0	1	NR		3	0	NR	
Onslow-Carteret	0	2	1		0	0	0		0	0	0		0	0	0		0	2	1	
OPC	1	0	0		0	0	0		0	0	0		1	0	0		0	0	0	
Pathways	6	4	10		1	1	7		1	0	0		1	0	0		3	3	3	
Piedmont	15	3	11		2	2	1		0	0	0		1	0	0		12	1	10	
Pitt	0	3	3		0	0	0		0	0	0		0	0	0		0	3	3	
Roanoke-Chowan	1	0	1		0	0	0		1	0	0		0	0	0		0	0	1	
Sandhills	20	28	8		0	7	0		1	1	0		0	0	0		19	20	8	
Smoky Mountain	0	1	2		0	0	0		0	1	1		0	0	0		0	0	1	
Southeastern Center	13	16	5		0	2	0		0	0	0		0	0	0		13	14	5	
Southeastern Regional	4	1	1		1	0	0		2	0	0		1	0	0		0	1	1	
Tideland	2	0	0		0	0	0		1	0	0		0	0	0		1	0	0	
Wake	13	1	1		13	0	0		0	0	0		0	0	0		0	1	1	
Western Highlands	1	35	7		1	6	1		0	11	0		0	18	1		0	0	5	
Wilson-Greene-Edgecombe-Nash	2	1	1		0	0	0		0	0	0		1	0	0		1	1	1	
All LMEs Reporting	155	155	105		27	24	18		11	16	4		8	21	2		109	94	81	
Percent of Total	100.0%	100.0%	100.0%		17.4%	15.5%	17.1%		7.1%	10.3%	3.8%		5.2%	13.5%	1.9%		70.3%	60.6%	77.1%	

Table 37 - Rate of Total Reported Level 2 and Level 3 Incidents Involving Medication Errors Per 1,000 Active Consumers

This table summarizes the rate of total reported Level 2 and Level 3 incidents involving medication errors per 1,000 active consumers¹. Level 2 incidents include any medication error that threatens the consumer's health or safety (as determined by the physician or pharmacist notified of the error). Level 3 incidents include any medication error that results in permanent physical or psychological impairment. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Based on the reported data, this quarter there were 0.42 Level 2 and Level 3 incidents involving medication errors per 1,000 active consumers statewide. This is slightly lower than the prior quarter's 0.64 rate per 1,000 active consumers. The variation in rates among area programs is likely due to variation in reporting.

LME	Rate of Total Reported Level 2 and Level 3 Incidents Involving Medication Errors Per 1,000 Active Consumers																			
	Total Medication Errors Reported				Wrong Dosage Administered				Wrong Medication Administered				Wrong Time of Administration				Missed Dose (Includes Refusals)			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.27	0.18	0.00		0.00	0.18	0.00		0.00	0.00	0.00		0.09	0.00	0.00		0.18	0.00	0.00	
Albemarle	0.00	0.64	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.64	0.00	
Catawba	2.86	0.30	1.13		0.63	0.00	0.57		0.32	0.00	0.00		0.32	0.00	0.00		1.59	0.30	0.57	
Centerpoint	0.00	0.42	0.20		0.00	0.00	0.10		0.00	0.00	0.10		0.00	0.00	0.00		0.00	0.42	0.00	
Crossroads	0.21	0.54	1.65		0.21	0.00	0.27		0.00	0.00	0.00		0.00	0.14	0.14		0.00	0.41	1.24	
Cumberland	6.67	5.95	2.38		0.17	0.00	0.00		0.00	0.18	0.17		0.00	0.18	0.00		6.50	5.60	2.21	
Durham	1.42	0.76	1.05		0.20	0.19	0.52		0.41	0.00	0.00		0.00	0.00	0.00		0.81	0.57	0.52	
Eastpointe	0.00	0.12	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.12	0.00	
Five County	0.24	0.12	0.23		0.12	0.00	0.11		0.12	0.12	0.00		0.00	0.00	0.00		0.00	0.00	0.11	
Foothills	0.41	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.41	0.00	0.00	
Guilford	0.79	0.22	1.08		0.11	0.11	0.00		0.11	0.00	0.00		0.00	0.00	0.00		0.56	0.11	1.08	
Johnston	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Mecklenburg	0.05	0.10	0.19		0.05	0.05	0.00		0.00	0.00	0.05		0.00	0.00	0.00		0.00	0.05	0.14	
Neuse	0.33	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.33	0.00	0.00		0.00	0.00	0.00	
New River	0.85	0.87	NR		0.00	0.29	NR		0.00	0.29	NR		0.00	0.29	NR		0.85	0.00	NR	
Onslow-Carteret	0.00	0.32	0.14		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.32	0.14	
OPC	0.18	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.18	0.00	0.00		0.00	0.00	0.00	
Pathways	0.60	0.40	1.05		0.10	0.10	0.73		0.10	0.00	0.00		0.10	0.00	0.00		0.30	0.30	0.31	
Piedmont	0.50	0.09	0.31		0.07	0.06	0.03		0.00	0.00	0.00		0.03	0.00	0.00		0.40	0.03	0.28	
Pitt	0.00	0.96	0.97		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.96	0.97	
Roanoke-Chowan	0.27	0.00	0.27		0.00	0.00	0.00		0.27	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.27	
Sandhills	1.57	2.29	0.62		0.00	0.57	0.00		0.08	0.08	0.00		0.00	0.00	0.00		1.50	1.63	0.62	
Smoky Mountain	0.00	0.10	0.19		0.00	0.00	0.00		0.00	0.10	0.09		0.00	0.00	0.00		0.00	0.00	0.09	
Southeastern Center	2.02	2.32	0.67		0.00	0.29	0.00		0.00	0.00	0.00		0.00	0.00	0.00		2.02	2.03	0.67	
Southeastern Regional	0.42	0.10	0.09		0.10	0.00	0.00		0.21	0.00	0.00		0.10	0.00	0.00		0.00	0.10	0.09	
Tideland	0.30	0.00	0.00		0.00	0.00	0.00		0.15	0.00	0.00		0.00	0.00	0.00		0.15	0.00	0.00	
Wake	0.88	0.07	0.07		0.88	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.07	0.07	
Western Highlands	0.08	4.14	1.04		0.08	0.71	0.15		0.00	1.30	0.00		0.00	2.13	0.15		0.00	0.00	0.74	
Wilson-Greene-Edgecombe-Nash	0.42	0.26	0.25		0.00	0.00	0.00		0.00	0.00	0.00		0.21	0.00	0.00		0.21	0.26	0.25	
All LMEs Reporting	0.62	0.64	0.42		0.11	0.10	0.07		0.04	0.07	0.02		0.03	0.09	0.01		0.44	0.39	0.32	
Minimum	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Median	0.30	0.22	0.22		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.10	0.14	
Maximum	6.67	5.95	2.38		0.88	0.71	0.73		0.41	1.30	0.17		0.33	2.13	0.15		6.50	5.60	2.21	

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Table 38 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Medication Errors Related To Wrong Dosage Administered, Highest and Average Number of Incident Reports Per Consumer

This table shows the total number of Level 2 and 3 incident reports involving medication errors related to wrong dosage administered filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 18 incidents involving 18 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 1. The average number of incident reports for all other consumers for which an incident was reported was 1.0.

LME	Total Number of Level 2 and 3 Incident Reports Involving Medication Errors Related to Wrong Dosage Administered															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	0	0	0	0.0	2	2	1	1.0	0	0	0	0.0				
Albemarle	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Catawba	2	2	1	1.0	0	0	0	0.0	2	2	1	1.0				
Centerpoint	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0				
Crossroads	2	2	1	1.0	0	0	0	0.0	2	2	1	1.0				
Cumberland	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0				
Durham	1	1	1	0.0	1	1	1	0.0	3	3	1	1.0				
Eastpointe	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Five County	1	1	1	0.0	0	0	0	0.0	1	1	1	0.0				
Foothills	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Guilford	1	1	1	0.0	1	1	1	0.0	0	0	0	0.0				
Johnston	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Mecklenburg	1	1	1	0.0	1	1	1	0.0	0	0	0	0.0				
Neuse	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
New River	0	0	0	0.0	1	1	1	0.0	NR	NR	NR	NR				
Onslow-Carteret	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
OPC	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Pathways	1	1	1	0.0	1	1	1	0.0	7	7	1	1.0				
Piedmont	2	2	1	1.0	2	2	1	1.0	1	1	1	0.0				
Pitt	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Roanoke-Chowan	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Sandhills	0	0	0	0.0	7	4	2	1.7	0	0	0	0.0				
Smoky Mountain	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Southeastern Center	0	0	0	0.0	2	2	1	1.0	0	0	0	0.0				
Southeastern Regional	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0				
Tideland	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Wake	13	2	12	1.0	0	0	0	0.0	0	0	0	0.0				
Western Highlands	1	1	1	0.0	6	6	1	1.0	1	1	1	0.0				
Wilson-Greene-Edgecombe-Nash	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
All LMEs Reporting	27	16	12	1.0	24	21	2	1.1	18	18	1	1.0				

Table 39 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Medication Errors Related to Wrong Medication, Highest and Average Number of Incident Reports Per Consumer

This table shows the total number of Level 2 and 3 incident reports involving medication errors related to the wrong medication administered filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 4 incidents involving 4 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 1. The average number of incident reports for all other consumers for which an incident was reported was 1.0.

LME	Total Number of Level 2 and 3 Incident Reports Involving Medication Errors Related to the Wrong Medication Administered															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Albemarle	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Catawba	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0				
Centerpoint	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0				
Crossroads	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Cumberland	0	0	0	0.0	1	1	1	0.0	1	1	1	0.0				
Durham	2	2	1	1.0	0	0	0	0.0	0	0	0	0.0				
Eastpointe	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Five County	1	1	1	0.0	1	1	1	0.0	0	0	0	0.0				
Foothills	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Guilford	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0				
Johnston	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Mecklenburg	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0				
Neuse	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
New River	0	0	0	0.0	1	1	1	0.0	NR	NR	NR	NR				
Onslow-Carteret	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
OPC	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Pathways	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0				
Piedmont	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Pitt	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Roanoke-Chowan	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0				
Sandhills	1	1	1	0.0	1	1	1	0.0	0	0	0	0.0				
Smoky Mountain	0	0	0	0.0	1	1	1	0.0	1	1	1	0.0				
Southeastern Center	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Southeastern Regional	2	1	2	0.0	0	0	0	0.0	0	0	0	0.0				
Tideland	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0				
Wake	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Western Highlands	0	0	0	0.0	11	10	2	1.0	0	0	0	0.0				
Wilson-Greene-Edgecombe-Nash	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
All LMEs Reporting	11	10	2	1.0	16	15	2	1.0	4	4	1	1.0				

Table 40 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Medication Errors Related to Wrong Time of Administration, Highest and Average Number of Incident Reports Per Consumer

This table shows the total number of Level 2 and 3 incident reports involving medication errors related to the wrong time of administration filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 2 incidents involving 2 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 1. The average number of incident reports for all other consumers for which an incident was reported was 1.0.

LME	Total Number of Level 2 and 3 Incident Reports Involving Medication Errors Related to the Wrong Time of Administration															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0				
Albemarle	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Catawba	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0				
Centerpoint	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Crossroads	0	0	0	0.0	1	1	1	0.0	1	1	1	0.0				
Cumberland	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0				
Durham	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Eastpointe	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Five County	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Foothills	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Guilford	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Johnston	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Mecklenburg	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Neuse	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0				
New River	0	0	0	0.0	1	1	1	0.0	NR	NR	NR	NR				
Onslow-Carteret	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
OPC	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0				
Pathways	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0				
Piedmont	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0				
Pitt	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Roanoke-Chowan	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Sandhills	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Smoky Mountain	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Southeastern Center	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Southeastern Regional	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0				
Tideland	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Wake	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Western Highlands	0	0	0	0.0	18	18	1	1.0	1	1	1	0.0				
Wilson-Greene-Edgecombe-Nash	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0				
All LMEs Reporting	8	8	1	1.0	21	21	1	1.0	2	2	1	1.0				

Table 41 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Medication Errors Related to Missed/Refused Dosage, Highest and Average Number of Incident Reports Per Consumer

This table shows the total number of Level 2 and 3 incident reports involving medication errors related to a missed or refused dosage filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 81 incidents involving 70 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 3. The average number of incident reports for all other consumers for which an incident was reported was 1.1.

LME	Total Number of Level 2 and 3 Incident Reports Involving Medication Errors Related to a Missed or Refused Dosage															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	2	2	1	1.0	0	0	0	0.0	0	0	0	0.0				
Albemarle	0	0	0	0.0	2	2	1	1.0	0	0	0	0.0				
Catawba	5	3	3	1.0	1	1	1	0.0	2	2	1	1.0				
Centerpoint	0	0	0	0.0	4	3	2	1.0	0	0	0	0.0				
Crossroads	0	0	0	0.0	3	3	1	1.0	9	8	2	1.0				
Cumberland	38	10	22	1.8	32	12	17	1.4	13	10	2	1.2				
Durham	4	4	1	1.0	3	2	2	1.0	3	3	1	1.0				
Eastpointe	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0				
Five County	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0				
Foothills	3	3	1	1.0	0	0	0	0.0	0	0	0	0.0				
Guilford	5	3	3	1.0	1	1	1	0.0	10	7	2	1.3				
Johnston	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Mecklenburg	0	0	0	0.0	1	1	1	0.0	3	3	1	1.0				
Neuse	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
New River	3	1	1	0.0	0	0	0	0.0	NR	NR	NR	NR				
Onslow-Carteret	0	0	0	0.0	2	1	2	0.0	1	1	1	0.0				
OPC	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Pathways	3	3	1	1.0	3	3	1	1.0	3	3	1	1.0				
Piedmont	12	10	2	1.1	1	1	1	0.0	10	8	3	1.0				
Pitt	0	0	0	0.0	3	3	1	1.0	3	3	1	1.0				
Roanoke-Chowan	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0				
Sandhills	19	5	13	1.5	20	12	5	1.4	8	6	3	1.0				
Smoky Mountain	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0				
Southeastern Center	13	8	2	1.6	14	10	2	1.3	5	5	1	1.0				
Southeastern Regional	0	0	0	0.0	1	1	1	0.0	1	1	1	0.0				
Tideland	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0				
Wake	0	0	0	0.0	1	1	1	0.0	1	1	1	0.0				
Western Highlands	0	0	0	0.0	0	0	0	0.0	5	5	1	1.0				
Wilson-Greene-Edgecombe-Nash	1	1	1	0.0	1	1	1	0.0	1	1	1	0.0				
All LMEs Reporting	109	54	22	1.6	94	59	17	1.3	81	70	3	1.1				

Table 42 - Numbers of Reported Level 2 Incidents Involving Medication Errors

This table summarizes the numbers of reported Level 2 incidents involving medication errors. Level 2 incidents include any medication error that threatens the consumer's health or safety (as determined by the physician or pharmacist notified of the error).

Three-quarters (77.1%) of the Level 2 incidents involving medication errors reported this quarter were due to a missed dose (includes refusals), 17.1% were due to wrong dosage administered, 3.8% were due to wrong medication administered, and 1.9% were due to wrong time of administration.

LME	Reported Level 2 Incidents Involving Medication Errors																			
	Total Medication Errors Reported				Wrong Dosage Administered				Wrong Medication Administered				Wrong Time of Administration				Missed Dose (Includes Refusals)			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	3	2	0		0	2	0		0	0	0		1	0	0		2	0	0	
Albemarle	0	2	0		0	0	0		0	0	0		0	0	0		0	2	0	
Catawba	9	1	4		2	0	2		1	0	0		1	0	0		5	1	2	
Centerpoint	0	4	2		0	0	1		0	0	1		0	0	0		0	4	0	
Crossroads	2	4	12		2	0	2		0	0	0		0	1	1		0	3	9	
Cumberland	39	34	14		1	0	0		0	1	1		0	1	0		38	32	13	
Durham	7	4	6		1	1	3		2	0	0		0	0	0		4	3	3	
Eastpointe	0	1	0		0	0	0		0	0	0		0	0	0		0	1	0	
Five County	2	1	2		1	0	1		1	1	0		0	0	0		0	0	1	
Foothills	3	0	0		0	0	0		0	0	0		0	0	0		3	0	0	
Guilford	7	2	10		1	1	0		1	0	0		0	0	0		5	1	10	
Johnston	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Mecklenburg	1	2	4		1	1	0		0	0	1		0	0	0		0	1	3	
Neuse	1	0	0		0	0	0		0	0	0		1	0	0		0	0	0	
New River	3	3	NR		0	1	NR		0	1	NR		0	1	NR		3	0	NR	
Onslow-Carteret	0	2	1		0	0	0		0	0	0		0	0	0		0	2	1	
OPC	1	0	0		0	0	0		0	0	0		1	0	0		0	0	0	
Pathways	6	4	10		1	1	7		1	0	0		1	0	0		3	3	3	
Piedmont	15	3	11		2	2	1		0	0	0		1	0	0		12	1	10	
Pitt	0	3	3		0	0	0		0	0	0		0	0	0		0	3	3	
Roanoke-Chowan	1	0	1		0	0	0		1	0	0		0	0	0		0	0	1	
Sandhills	20	28	8		0	7	0		1	1	0		0	0	0		19	20	8	
Smoky Mountain	0	1	2		0	0	0		0	1	1		0	0	0		0	0	1	
Southeastern Center	13	16	5		0	2	0		0	0	0		0	0	0		13	14	5	
Southeastern Regional	3	1	1		0	0	0		2	0	0		1	0	0		0	1	1	
Tideland	2	0	0		0	0	0		1	0	0		0	0	0		1	0	0	
Wake	13	1	1		13	0	0		0	0	0		0	0	0		0	1	1	
Western Highlands	1	35	7		1	6	1		0	11	0		0	18	1		0	0	5	
Wilson-Greene-Edgecombe-Nash	2	1	1		0	0	0		0	0	0		1	0	0		1	1	1	
All LMEs Reporting	154	155	105		26	24	18		11	16	4		8	21	2		109	94	81	
Percent of Total	100.0%	100.0%	100.0%		16.9%	15.5%	17.1%		7.1%	10.3%	3.8%		5.2%	13.5%	1.9%		70.8%	60.6%	77.1%	

Table 43 - Rate of Reported Level 2 Incidents Involving Medication Errors Per 1,000 Active Consumers

This table summarizes the rate of reported Level 2 incidents involving medication errors per 1,000 active consumers¹. Level 2 incidents include any medication error that threatens the consumer's health or safety (as determined by the physician or pharmacist notified of the error). Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Based on the reported data, statewide there were 0.42 Level 2 incidents involving medication errors per 1,000 active consumers this quarter. The variation in rates among area programs is likely due to variation in reporting.

LME	Rate of Reported Level 2 Incidents Involving Medication Errors Per 1,000 Active Consumers																			
	Total Medication Errors Reported				Wrong Dosage Administered				Wrong Medication Administered				Wrong Time of Administration				Missed Dose (Includes Refusals)			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.27	0.18	0.00		0.00	0.18	0.00		0.00	0.00	0.00		0.09	0.00	0.00		0.18	0.00	0.00	
Albemarle	0.00	0.64	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.64	0.00	
Catawba	2.86	0.30	1.13		0.63	0.00	0.57		0.32	0.00	0.00		0.32	0.00	0.00		1.59	0.30	0.57	
Centerpoint	0.00	0.42	0.20		0.00	0.00	0.10		0.00	0.00	0.10		0.00	0.00	0.00		0.00	0.42	0.00	
Crossroads	0.21	0.54	1.65		0.21	0.00	0.27		0.00	0.00	0.00		0.00	0.14	0.14		0.00	0.41	1.24	
Cumberland	6.67	5.95	2.38		0.17	0.00	0.00		0.00	0.18	0.17		0.00	0.18	0.00		6.50	5.60	2.21	
Durham	1.42	0.76	1.05		0.20	0.19	0.52		0.41	0.00	0.00		0.00	0.00	0.00		0.81	0.57	0.52	
Eastpointe	0.00	0.12	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.12	0.00	
Five County	0.24	0.12	0.23		0.12	0.00	0.11		0.12	0.12	0.00		0.00	0.00	0.00		0.00	0.00	0.11	
Foothills	0.41	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.41	0.00	0.00	
Guilford	0.79	0.22	1.08		0.11	0.11	0.00		0.11	0.00	0.00		0.00	0.00	0.00		0.56	0.11	1.08	
Johnston	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Mecklenburg	0.05	0.10	0.19		0.05	0.05	0.00		0.00	0.00	0.05		0.00	0.00	0.00		0.00	0.05	0.14	
Neuse	0.33	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.33	0.00	0.00		0.00	0.00	0.00	
New River	0.85	0.87	NR		0.00	0.29	NR		0.00	0.29	NR		0.00	0.29	NR		0.85	0.00	NR	
Onslow-Carteret	0.00	0.32	0.14		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.32	0.14	
OPC	0.18	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.18	0.00	0.00		0.00	0.00	0.00	
Pathways	0.60	0.40	1.05		0.10	0.10	0.73		0.10	0.00	0.00		0.10	0.00	0.00		0.30	0.30	0.31	
Piedmont	0.50	0.09	0.31		0.07	0.06	0.03		0.00	0.00	0.00		0.03	0.00	0.00		0.40	0.03	0.28	
Pitt	0.00	0.96	0.97		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.96	0.97	
Roanoke-Chowan	0.27	0.00	0.27		0.00	0.00	0.00		0.27	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.27	
Sandhills	1.57	2.29	0.62		0.00	0.57	0.00		0.08	0.08	0.00		0.00	0.00	0.00		1.50	1.63	0.62	
Smoky Mountain	0.00	0.10	0.19		0.00	0.00	0.00		0.00	0.10	0.09		0.00	0.00	0.00		0.00	0.00	0.09	
Southeastern Center	2.02	2.32	0.67		0.00	0.29	0.00		0.00	0.00	0.00		0.00	0.00	0.00		2.02	2.03	0.67	
Southeastern Regional	0.31	0.10	0.09		0.00	0.00	0.00		0.21	0.00	0.00		0.10	0.00	0.00		0.00	0.10	0.09	
Tideland	0.30	0.00	0.00		0.00	0.00	0.00		0.15	0.00	0.00		0.00	0.00	0.00		0.15	0.00	0.00	
Wake	0.88	0.07	0.07		0.88	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.07	0.07	
Western Highlands	0.08	4.14	1.04		0.08	0.71	0.15		0.00	1.30	0.00		0.00	2.13	0.15		0.00	0.00	0.74	
Wilson-Greene-Edgecombe-Nash	0.42	0.26	0.25		0.00	0.00	0.00		0.00	0.00	0.00		0.21	0.00	0.00		0.21	0.26	0.25	
All LMEs Reporting	0.62	0.64	0.42		0.10	0.10	0.07		0.04	0.07	0.02		0.03	0.09	0.01		0.44	0.39	0.32	
Minimum	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Median	0.30	0.22	0.22		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.10	0.14	
Maximum	6.67	5.95	2.38		0.88	0.71	0.73		0.41	1.30	0.17		0.33	2.13	0.15		6.50	5.60	2.21	

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Table 44 - Numbers of Reported Level 3 Incidents Involving Medication Errors

This table summarizes the numbers of reported Level 3 incidents involving medication errors. Level 3 incidents include any medication error that results in permanent physical or psychological impairment.

There were no Level 3 incidents involving medication errors reported this quarter.

LME	Reported Level 3 Incidents Involving Medication Errors																			
	Total Medication Errors Reported				Wrong Dosage Administered				Wrong Medication Administered				Wrong Time of Administration				Missed Dose (Includes Refusals)			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Albemarle	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Catawba	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Centerpoint	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Crossroads	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Cumberland	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Durham	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Eastpointe	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Five County	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Foothills	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Guilford	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Johnston	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Mecklenburg	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Neuse	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
New River	0	0	NR		0	0	NR		0	0	NR		0	0	NR		0	0	NR	
Onslow-Carteret	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
OPC	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Pathways	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Piedmont	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Pitt	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Roanoke-Chowan	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Sandhills	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Smoky Mountain	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Southeastern Center	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Southeastern Regional	1	0	0		1	0	0		0	0	0		0	0	0		0	0	0	
Tideland	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Wake	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Western Highlands	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Wilson-Greene-Edgecombe-Nash	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
All LMEs Reporting	1	0	0		1	0	0		0	0	0		0	0	0		0	0	0	
Percent of Total	100.0%	0.0%	0.0%		100.0%	0.0%	0.0%		0.0%	0.0%	0.0%		0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	

Table 45 - Rate of Reported Level 3 Incidents Involving Medication Errors Per 1,000 Active Consumers

This table summarizes the rate of reported Level 3 incidents involving medication errors per 1,000 active consumers¹. Level 3 incidents include any medication error that results in permanent physical or psychological impairment. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

There were no Level 3 incidents involving a medication error reported this quarter.

Rate of Reported Level 3 Incidents Involving Medication Errors Per 1,000 Active Consumers																				
LME	Total Medication Errors Reported				Wrong Dosage Administered				Wrong Medication Administered				Wrong Time of Administration				Missed Dose (Includes Refusals)			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Albemarle	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Catawba	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Centerpoint	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Crossroads	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Cumberland	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Durham	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Eastpointe	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Five County	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Foothills	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Guilford	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Johnston	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Mecklenburg	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Neuse	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
New River	0.00	0.00	NR		0.00	0.00	NR		0.00	0.00	NR		0.00	0.00	NR		0.00	0.00	NR	
Onslow-Carteret	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
OPC	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Pathways	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Piedmont	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Pitt	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Roanoke-Chowan	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Sandhills	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Smoky Mountain	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Southeastern Center	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Southeastern Regional	0.10	0.00	0.00		0.10	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Tideland	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Wake	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Western Highlands	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Wilson-Greene-Edgecombe-Nash	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
All LMEs Reporting	0.004	0.00	0.00		0.004	0.00	0.00		0.000	0.00	0.00		0.000	0.00	0.00		0.000	0.00	0.00	
Minimum	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Median	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Maximum	0.10	0.00	0.00		0.10	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Table 46 - Total Numbers of Reported Level 2 and Level 3 Incidents Involving Consumer Behavior

This table summarizes the total numbers of reported Level 2 and Level 3 incidents involving consumer behavior. Level 2 incidents include any suicide attempt, and any sexual behavior, aggressive/destructive act, or other consumer behavior that involves a report to law enforcement, a complaint to an oversight agency, or a potentially serious threat to the health or safety of self or others. Level 3 incidents include any suicide attempt that results in permanent physical or psychological impairment; any sexual behavior that results in death, permanent physical or psychological impairment, arrest of the consumer, or public scrutiny (as determined by the host LME); and any aggressive/destructive act or other consumer behavior reported to law enforcement or an oversight agency that results in death, permanent physical or psychological impairment, or public scrutiny (as determined by the host LME).

There were 1,007 Level 2 and Level 3 incidents involving consumer behavior this quarter. More than half (59.2%) of these incidents involved "other consumer behavior". One-quarter (28.3%) involved "aggressive/destructive acts by the consumer". Suicide attempts accounted for 6.9% of the reported incidents, and "inappropriate or illegal sexual behavior" accounted for 5.7% of the reported incidents this quarter.

	Total Numbers of Level 2 and Level 3 Incidents Involving Consumer Behavior																			
LME	Total Incidents Involving Consumer Behavior				Suicide Attempt				Inappropriate or Illegal Sexual Behavior				Aggressive/Destructive Acts By Consumer				Other Consumer Behavior			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	18	26	26		4	3	4		1	2	0		1	5	4		12	16	18	
Albemarle	18	12	10		0	0	0		7	3	0		0	2	0		11	7	10	
Catawba	23	47	20		3	5	1		0	2	0		0	0	0		20	40	19	
Centerpoint	30	26	22		6	3	2		3	1	3		2	2	1		19	20	16	
Crossroads	24	30	57		0	3	3		0	1	1		7	5	14		17	21	39	
Cumberland	73	49	91		4	2	1		6	0	0		40	35	55		23	12	35	
Durham	31	32	40		7	5	3		1	0	3		2	6	10		21	21	24	
Eastpointe	24	40	52		3	4	3		2	6	7		4	0	0		15	30	42	
Five County	30	24	22		0	1	1		1	1	0		20	19	18		9	3	3	
Foothills	1	11	10		1	1	7		0	3	0		0	1	0		0	6	3	
Guilford	42	41	53		4	1	5		0	0	1		16	15	15		22	25	32	
Johnston	4	13	3		1	1	0		0	0	0		2	12	3		1	0	0	
Mecklenburg	143	41	59		2	0	4		7	8	11		0	0	0		134	33	44	
Neuse	19	22	18		0	3	1		0	1	0		19	15	0		0	3	17	
New River	7	8	NR		2	0	NR		1	1	NR		4	5	NR		0	2	NR	
Onslow-Carteret	2	2	6		0	0	0		0	0	1		0	0	3		2	2	2	
OPC	18	9	6		2	4	1		0	0	0		7	2	5		9	3	0	
Pathways	22	65	74		5	7	14		2	5	5		6	16	30		9	37	25	
Piedmont	54	39	41		7	6	4		16	9	9		0	0	0		31	24	28	
Pitt	11	19	19		0	1	1		0	0	0		1	1	1		10	17	17	
Roanoke-Chowan	5	7	5		1	0	1		0	0	0		3	3	3		1	4	1	
Sandhills	34	66	71		4	8	2		1	3	3		8	10	31		21	45	35	
Smoky Mountain	7	5	16		0	1	4		1	1	2		6	3	9		0	0	1	
Southeastern Center	60	56	46		0	0	1		5	2	2		1	15	12		54	39	31	
Southeastern Regional	50	36	15		5	5	2		2	5	0		0	0	0		43	26	13	
Tideland	4	18	10		0	0	0		1	0	0		0	0	1		3	18	9	
Wake	34	43	69		2	4	2		3	3	5		21	31	54		8	5	8	
Western Highlands	38	35	63		3	6	2		5	11	2		3	18	11		27	0	48	
Wilson-Greene-Edgecombe-Nash	42	55	83		2	0	0		1	0	2		1	5	5		38	50	76	
All LMEs Reporting	868	877	1,007		68	74	69		66	68	57		174	226	285		560	509	596	
Percent of Total	100.0%	100.0%	100.0%		7.8%	8.4%	6.9%		7.6%	7.8%	5.7%		20.0%	25.8%	28.3%		64.5%	58.0%	59.2%	

Table 47 - Rate of Total Reported Level 2 and Level 3 Incidents Involving Consumer Behavior Per 1,000 Active Consumers

This table summarizes the rate of total reported Level 2 and Level 3 incidents involving consumer behavior per 1,000 active consumers¹. Level 2 incidents include any suicide attempt, and any sexual behavior, aggressive/destructive act, or other consumer behavior that involves a report to law enforcement, a complaint to an oversight agency, or a potentially serious threat to the health or safety of self or others. Level 3 incidents include any suicide attempt that results in permanent physical or psychological impairment; any sexual behavior that results in death, permanent physical or psychological impairment, arrest of the consumer, or public scrutiny (as determined by the host LME); and any aggressive/destructive act or other consumer behavior reported to law enforcement or an oversight agency that results in death, permanent physical or psychological impairment, or public scrutiny (as determined by the host LME). Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Based on the reported data, statewide there were 4.0 Level 2 and Level 3 incidents involving consumer behavior per 1,000 active consumers this quarter. This is a slight increase over last quarter's rate of 3.6 per 1,000 active consumers. Variation among LMEs is likely due to variation in reporting by providers.

LME	Rate of Total Level 2 and Level 3 Incidents Involving Consumer Behavior Per 1,000 Active Consumers																			
	Total Incidents Involving Consumer Behavior				Suicide Attempt				Inappropriate or Illegal Sexual Behavior				Aggressive/Destructive Acts By Consumer				Other Consumer Behavior			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	1.65	2.28	2.18		0.37	0.26	0.34		0.09	0.18	0.00		0.09	0.44	0.34		1.10	1.40	1.51	
Albemarle	6.03	3.83	3.10		0.00	0.00	0.00		2.35	0.96	0.00		0.00	0.64	0.00		3.69	2.23	3.10	
Catawba	7.30	14.00	5.65		0.95	1.49	0.28		0.00	0.60	0.00		0.00	0.00	0.00		6.35	11.92	5.37	
Centerpoint	3.17	2.75	2.22		0.63	0.32	0.20		0.32	0.11	0.30		0.21	0.21	0.10		2.01	2.11	1.62	
Crossroads	2.51	4.07	7.83		0.00	0.41	0.41		0.00	0.14	0.14		0.73	0.68	1.92		1.78	2.85	5.36	
Cumberland	12.49	8.58	15.49		0.68	0.35	0.17		1.03	0.00	0.00		6.85	6.13	9.36		3.94	2.10	5.96	
Durham	6.29	6.05	6.99		1.42	0.94	0.52		0.20	0.00	0.52		0.41	1.13	1.75		4.26	3.97	4.19	
Eastpointe	2.86	4.96	6.22		0.36	0.50	0.36		0.24	0.74	0.84		0.48	0.00	0.00		1.79	3.72	5.02	
Five County	3.59	2.82	2.52		0.00	0.12	0.11		0.12	0.12	0.00		2.40	2.23	2.06		1.08	0.35	0.34	
Foothills	0.14	2.05	1.75		0.14	0.19	1.23		0.00	0.56	0.00		0.00	0.19	0.00		0.00	1.12	0.53	
Guilford	4.72	4.46	5.71		0.45	0.11	0.54		0.00	0.00	0.11		1.80	1.63	1.62		2.47	2.72	3.45	
Johnston	1.39	4.57	1.00		0.35	0.35	0.00		0.00	0.00	0.00		0.69	4.22	1.00		0.35	0.00	0.00	
Mecklenburg	6.71	2.02	2.83		0.09	0.00	0.19		0.33	0.39	0.53		0.00	0.00	0.00		6.29	1.63	2.11	
Neuse	6.36	3.35	2.56		0.00	0.46	0.14		0.00	0.15	0.00		6.36	2.29	0.00		0.00	0.46	2.42	
New River	1.99	2.33	NR		0.57	0.00	NR		0.28	0.29	NR		1.14	1.45	NR		0.00	0.58	NR	
Onslow-Carteret	0.37	0.32	0.86		0.00	0.00	0.00		0.00	0.00	0.14		0.00	0.00	0.43		0.37	0.32	0.29	
OPC	3.32	1.90	1.26		0.37	0.84	0.21		0.00	0.00	0.00		1.29	0.42	1.05		1.66	0.63	0.00	
Pathways	2.21	6.46	7.77		0.50	0.70	1.47		0.20	0.50	0.52		0.60	1.59	3.15		0.90	3.68	2.62	
Piedmont	1.80	1.16	1.17		0.23	0.18	0.11		0.53	0.27	0.26		0.00	0.00	0.00		1.04	0.72	0.80	
Pitt	1.66	6.10	6.13		0.00	0.32	0.32		0.00	0.00	0.00		0.15	0.32	0.32		1.51	5.46	5.49	
Roanoke-Chowan	1.34	1.99	1.34		0.27	0.00	0.27		0.00	0.00	0.00		0.80	0.85	0.81		0.27	1.14	0.27	
Sandhills	2.68	5.39	5.46		0.31	0.65	0.15		0.08	0.25	0.23		0.63	0.82	2.38		1.65	3.68	2.69	
Smoky Mountain	0.74	0.49	1.49		0.00	0.10	0.37		0.11	0.10	0.19		0.63	0.29	0.84		0.00	0.00	0.09	
Southeastern Center	9.32	8.11	6.17		0.00	0.00	0.13		0.78	0.29	0.27		0.16	2.17	1.61		8.39	5.65	4.16	
Southeastern Regional	5.25	3.57	1.42		0.52	0.50	0.19		0.21	0.50	0.00		0.00	0.00	0.00		4.51	2.58	1.23	
Tideland	0.61	2.74	1.51		0.00	0.00	0.00		0.15	0.00	0.00		0.00	0.00	0.15		0.46	2.74	1.36	
Wake	2.29	3.05	4.61		0.13	0.28	0.13		0.20	0.21	0.33		1.41	2.20	3.61		0.54	0.35	0.53	
Western Highlands	2.90	4.14	9.38		0.23	0.71	0.30		0.38	1.30	0.30		0.23	2.13	1.64		2.06	0.00	7.15	
Wilson-Greene-Edgecombe-Nash	8.88	14.10	20.77		0.42	0.00	0.00		0.21	0.00	0.50		0.21	1.28	1.25		8.03	12.82	19.02	
All LMEs Reporting	3.49	3.60	4.00		0.27	0.30	0.27		0.27	0.28	0.23		0.70	0.93	1.13		2.25	2.09	2.37	
Minimum	0.14	0.32	0.86		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Median	2.86	3.57	2.96		0.27	0.28	0.20		0.15	0.15	0.12		0.41	0.68	0.82		1.65	2.10	2.26	
Maximum	12.49	14.10	20.77		1.42	1.49	1.47		2.35	1.30	0.84		6.85	6.13	9.36		8.39	12.82	19.02	

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Table 48 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Consumer Behavior Related To Suicide Attempts, Highest and Average Number of Incident Reports Per Consumer

This table shows the total number of Level 2 and 3 incident reports involving consumer behavior related to suicide attempts filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 69 incidents involving 68 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 2. The average number of incident reports for all other consumers for which an incident was reported was 1.0.

LME	Total Number of Level 2 and 3 Incident Reports Involving Consumer Behavior Related to Suicide Attempts															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	4	4	1	1.0	3	3	1	1.0	4	4	1	1.0				
Albemarle	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Catawba	3	2	2	1.0	5	4	2	1.0	1	1	1	0.0				
Centerpoint	6	6	1	1.0	3	3	1	1.0	2	2	1	1.0				
Crossroads	0	0	0	0.0	3	3	1	1.0	3	3	1	1.0				
Cumberland	4	4	1	1.0	2	2	1	1.0	1	1	1	0.0				
Durham	7	7	1	1.0	5	5	1	1.0	3	3	1	1.0				
Eastpointe	3	2	2	1.0	4	4	1	1.0	3	3	1	1.0				
Five County	0	0	0	0.0	1	1	1	0.0	1	1	1	0.0				
Foothills	1	1	1	0.0	1	1	1	0.0	7	7	1	1.0				
Guilford	4	4	1	1.0	1	1	1	0.0	5	5	1	1.0				
Johnston	1	1	1	0.0	1	1	1	0.0	0	0	0	0.0				
Mecklenburg	2	2	1	1.0	0	0	0	0.0	4	4	1	1.0				
Neuse	0	0	0	0.0	3	3	1	1.0	1	1	1	0.0				
New River	2	1	1	0.0	0	0	0	0.0	NR	NR	NR	NR				
Onslow-Carteret	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
OPC	2	2	1	1.0	4	4	1	1.0	1	1	1	0.0				
Pathways	5	5	1	1.0	7	7	1	1.0	14	14	1	1.0				
Piedmont	7	7	1	1.0	6	6	1	1.0	4	4	1	1.0				
Pitt	0	0	0	0.0	1	1	1	0.0	1	1	1	0.0				
Roanoke-Chowan	1	1	1	0.0	0	0	0	0.0	1	1	1	0.0				
Sandhills	4	4	1	1.0	8	7	2	1.0	2	1	2	0.0				
Smoky Mountain	0	0	0	0.0	1	1	1	0.0	4	4	1	1.0				
Southeastern Center	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0				
Southeastern Regional	5	4	2	1.0	5	5	1	1.0	2	2	1	1.0				
Tideland	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Wake	2	2	1	1.0	4	4	1	1.0	2	2	1	1.0				
Western Highlands	3	0	0	-3.0	6	5	2	1.0	2	2	1	1.0				
Wilson-Greene-Edgecombe-Nash	2	2	1	1.0	0	0	0	0.0	0	0	0	0.0				
All LMEs Reporting	68	61	2	1.1	74	71	2	1.0	69	68	2	1.0				

Table 49 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Consumer Behavior Related To Inappropriate or Illegal Sexual Activity, Highest and Average Number of Incident Reports Per Consumer

This table shows the total number of Level 2 and 3 incident reports involving consumer behavior related to inappropriate or illegal sexual activity filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 57 incidents involving 56 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 2. The average number of incident reports for all other consumers for which an incident was reported was 1.0.

LME	Total Number of Level 2 and 3 Incident Reports Involving Consumer Behavior Related to Inappropriate or Illegal Sexual Activity															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	1	1	1	0.0	2	2	1	1.0	0	0	0	0.0				
Albemarle	7	6	2	1.0	3	3	1	1.0	0	0	0	0.0				
Catawba	0	0	0	0.0	2	2	1	1.0	0	0	0	0.0				
Centerpoint	3	3	1	1.0	1	1	1	0.0	3	3	1	1.0				
Crossroads	0	0	0	0.0	1	1	1	0.0	1	1	1	0.0				
Cumberland	6	6	1	1.0	0	0	0	0.0	0	0	0	0.0				
Durham	1	1	1	0.0	0	0	0	0.0	3	2	2	1.0				
Eastpointe	2	2	1	1.0	6	5	2	1.0	7	7	1	1.0				
Five County	1	1	1	0.0	1	1	1	0.0	0	0	0	0.0				
Foothills	0	0	0	0.0	3	3	1	1.0	0	0	0	0.0				
Guilford	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0				
Johnston	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Mecklenburg	7	7	1	1.0	8	8	1	1.0	11	11	1	1.0				
Neuse	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0				
New River	1	1	1	0.0	1	1	1	0.0	NR	NR	NR	NR				
Onslow-Carteret	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0				
OPC	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Pathways	2	2	1	1.0	5	5	1	1.0	5	5	1	1.0				
Piedmont	16	14	3	1.0	9	9	1	1.0	9	9	1	1.0				
Pitt	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Roanoke-Chowan	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Sandhills	1	1	1	0.0	3	2	2	1.0	3	3	1	1.0				
Smoky Mountain	1	1	1	0.0	1	1	1	0.0	2	2	1	1.0				
Southeastern Center	5	5	1	1.0	2	2	1	1.0	2	2	1	1.0				
Southeastern Regional	2	2	1	1.0	5	5	1	1.0	0	0	0	0.0				
Tideland	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0				
Wake	3	3	1	1.0	3	3	1	1.0	5	5	1	1.0				
Western Highlands	5	5	1	1.0	11	11	1	1.0	2	2	1	1.0				
Wilson-Greene-Edgecombe-Nash	1	1	1	0.0	0	0	0	0.0	2	2	1	1.0				
All LMEs Reporting	66	63	3	1.0	68	66	2	1.0	57	56	2	1.0				

Table 50 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Aggressive or Destructive Consumer Behavior, Highest and Average Number of Incident Reports Per Consumer

This table shows the total number of Level 2 and 3 incident reports involving aggressive or destructive consumer behavior filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 285 incidents involving 238 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 10. The average number of incident reports for all other consumers for which an incident was reported was 1.2.

LME	Total Number of Level 2 and 3 Incident Reports Involving Aggressive or Destructive Consumer Behavior															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	1	1	1	0.0	5	5	1	1.0	4	4	1	1.0				
Albemarle	0	0	0	0.0	2	2	1	1.0	0	0	0	0.0				
Catawba	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Centerpoint	2	2	1	1.0	2	2	1	1.0	1	1	1	0.0				
Crossroads	7	5	3	1.0	5	4	2	1.0	14	12	3	1.0				
Cumberland	40	27	9	1.2	35	27	3	1.2	55	43	3	1.2				
Durham	2	2	1	1.0	6	6	4	0.4	10	9	2	1.0				
Eastpointe	4	3	2	1.0	0	0	0	0.0	0	0	0	0.0				
Five County	20	18	3	1.0	19	15	3	1.1	18	18	1	1.0				
Foothills	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0				
Guilford	16	15	2	1.0	15	14	2	1.0	15	15	1	1.0				
Johnston	2	2	1	1.0	12	10	2	1.1	3	3	1	1.0				
Mecklenburg	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Neuse	19	14	3	1.2	15	9	5	1.3	0	0	0	0.0				
New River	4	1	1	0.0	5	4	2	1.0	NR	NR	NR	NR				
Onslow-Carteret	0	0	0	0.0	0	0	0	0.0	3	3	1	1.0				
OPC	7	7	1	1.0	2	2	1	1.0	5	4	2	1.0				
Pathways	6	6	1	1.0	16	14	2	1.1	30	28	2	1.0				
Piedmont	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Pitt	1	1	1	0.0	1	1	1	0.0	1	1	1	0.0				
Roanoke-Chowan	3	3	1	1.0	3	3	1	1.0	3	3	1	1.0				
Sandhills	8	8	1	1.0	10	8	3	1.0	31	19	10	1.2				
Smoky Mountain	6	6	1	1.0	3	3	1	1.0	9	9	1	1.0				
Southeastern Center	1	1	1	0.0	15	10	3	1.3	12	8	3	1.3				
Southeastern Regional	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Tideland	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0				
Wake	21	16	6	1.0	31	25	2	1.2	54	41	3	1.3				
Western Highlands	3	3	1	1.0	18	17	2	1.0	11	11	1	1.0				
Wilson-Greene-Edgecombe-Nash	1	1	1	0.0	5	5	1	1.0	5	5	1	1.0				
All LMEs Reporting	174	142	9	1.2	226	187	5	1.2	285	238	10	1.2				

**Table 51 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Other Consumer Behaviors,
Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 and 3 incident reports involving other consumer behaviors filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 596 incidents involving 462 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 8. The average number of incident reports for all other consumers for which an incident was reported was 1.3.

LME	Total Number of Level 2 and 3 Incident Reports Involving Other Consumer Behaviors															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	12	12	1	1.0	16	11	3	1.3	18	12	2	1.5				
Albemarle	11	11	1	1.0	7	7	1	1.0	10	10	1	1.0				
Catawba	20	10	9	1.2	40	27	4	1.4	19	16	3	1.1				
Centerpoint	19	15	2	1.2	20	15	2	1.3	16	12	2	1.3				
Crossroads	17	16	2	1.0	21	15	2	1.4	39	26	8	1.2				
Cumberland	23	13	2	1.8	12	9	2	1.3	35	22	4	1.5				
Durham	21	20	2	1.0	21	16	3	1.2	24	21	3	1.1				
Eastpointe	15	13	2	1.1	30	22	4	1.2	42	26	3	1.6				
Five County	9	8	2	1.0	3	3	1	1.0	3	3	1	1.0				
Foothills	0	0	0	0.0	6	6	1	1.0	3	3	1	1.0				
Guilford	22	20	2	1.1	25	22	2	1.1	32	27	2	1.2				
Johnston	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0				
Mecklenburg	134	39	4	3.4	33	24	5	1.2	44	32	4	1.3				
Neuse	0	0	0	0.0	3	3	1	1.0	17	14	2	1.2				
New River	0	0	0	0.0	2	2	1	1.0	NR	NR	NR	NR				
Onslow-Carteret	2	1	2	0.0	2	2	1	1.0	2	2	1	1.0				
OPC	9	9	3	0.8	3	3	1	1.0	0	0	0	0.0				
Pathways	9	9	1	1.0	37	33	4	1.0	25	23	2	1.0				
Piedmont	31	26	2	1.2	24	23	2	1.0	28	26	2	1.0				
Pitt	10	8	2	1.1	17	8	2	2.1	17	8	2	2.1				
Roanoke-Chowan	1	1	1	0.0	4	3	2	1.0	1	1	1	0.0				
Sandhills	21	17	3	1.1	45	33	5	1.3	35	34	2	1.0				
Smoky Mountain	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0				
Southeastern Center	54	44	4	1.2	39	28	4	1.3	31	23	4	1.2				
Southeastern Regional	43	25	6	1.5	26	26	1	1.0	13	12	2	1.0				
Tideland	3	3	1	1.0	18	12	3	1.4	9	8	2	1.0				
Wake	8	8	1	1.0	5	5	1	1.0	8	6	2	1.2				
Western Highlands	27	19	3	1.3	0	0	0	0.0	48	43	3	1.1				
Wilson-Greene-Edgecombe-Nash	38	32	3	1.1	50	39	4	1.2	76	51	4	1.4				
All LMEs Reporting	560	380	9	1.5	509	397	5	1.3	596	462	8	1.3				

Table 52 - Numbers of Reported Level 2 Incidents Involving Consumer Behavior

This table summarizes the numbers of reported Level 2 incidents involving consumer behavior. Level 2 incidents include any suicide attempt, and any sexual behavior, aggressive/destructive act, or other consumer behavior that involves a report to law enforcement, a complaint to an oversight agency, or a potentially serious threat to the health or safety of self or others.

There was a total of 1,002 Level 2 incidents involving consumer behavior this quarter. More than half (59.5%) of these incidents involved "other consumer behavior", almost one-quarter (28.3%) of these incidents involved "aggressive/destructive acts by consumers", suicide attempts accounted for 6.8% of the reported incidents, and inappropriate or illegal sexual behavior accounted for 5.4% of the reported incidents this quarter.

LME	Numbers of Level 2 Incidents Involving Consumer Behavior																			
	Total Incidents Involving Consumer Behavior				Suicide Attempt				Inappropriate or Illegal Sexual Behavior				Aggressive/Destructive Acts By Consumer				Other Consumer Behavior			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	17	26	25		4	3	4		0	2	0		1	5	3		12	16	18	
Albemarle	18	12	10		0	0	0		7	3	0		0	2	0		11	7	10	
Catawba	23	47	20		3	5	1		0	2	0		0	0	0		20	40	19	
Centerpoint	30	26	21		6	3	2		3	1	2		2	2	1		19	20	16	
Crossroads	24	30	57		0	3	3		0	1	1		7	5	14		17	21	39	
Cumberland	73	49	91		4	2	1		6	0	0		40	35	55		23	12	35	
Durham	31	32	40		7	5	3		1	0	3		2	6	10		21	21	24	
Eastpointe	24	39	52		3	3	3		2	6	7		4	0	0		15	30	42	
Five County	30	24	22		0	1	1		1	1	0		20	19	18		9	3	3	
Foothills	1	11	10		1	1	7		0	3	0		0	1	0		0	6	3	
Guilford	40	41	52		4	1	5		0	0	0		16	15	15		20	25	32	
Johnston	4	13	3		1	1	0		0	0	0		2	12	3		1	0	0	
Mecklenburg	143	41	59		2	0	4		7	8	11		0	0	0		134	33	44	
Neuse	19	21	18		0	3	1		0	0	0		19	15	0		0	3	17	
New River	7	8	NR		2	0	NR		1	1	NR		4	5	NR		0	2	NR	
Onslow-Carteret	2	2	6		0	0	0		0	0	1		0	0	3		2	2	2	
OPC	17	9	6		2	4	1		0	0	0		7	2	5		8	3	0	
Pathways	22	65	74		5	7	14		2	5	5		6	16	30		9	37	25	
Piedmont	54	39	41		7	6	4		16	9	9		0	0	0		31	24	28	
Pitt	11	19	19		0	1	1		0	0	0		1	1	1		10	17	17	
Roanoke-Chowan	5	7	5		1	0	1		0	0	0		3	3	3		1	4	1	
Sandhills	32	66	70		4	8	2		0	3	2		7	10	31		21	45	35	
Smoky Mountain	7	5	15		0	1	3		1	1	2		6	3	9		0	0	1	
Southeastern Center	59	56	46		0	0	1		5	2	2		1	15	12		53	39	31	
Southeastern Regional	48	36	15		4	5	2		2	5	0		0	0	0		42	26	13	
Tideland	4	18	10		0	0	0		1	0	0		0	0	1		3	18	9	
Wake	34	43	69		2	4	2		3	3	5		21	31	54		8	5	8	
Western Highlands	38	35	63		3	6	2		5	11	2		3	18	11		27	0	48	
Wilson-Greene-Edgecombe-Nash	42	55	83		2	0	0		1	0	2		1	5	5		38	50	76	
All LMEs Reporting	859	875	1,002		67	73	68		64	67	54		173	226	284		555	509	596	
Percent of Total	100.0%	100.0%	100.0%		7.8%	8.3%	6.8%		7.5%	7.7%	5.4%		20.1%	25.8%	28.3%		64.6%	58.2%	59.5%	

Table 53 - Rate of Reported Level 2 Incidents Involving Consumer Behavior Per 1,000 Active Consumers

This table summarizes the rate of reported Level 2 incidents involving consumer behavior per 1,000 active consumers¹. Level 2 incidents include any suicide attempt, and any sexual behavior, aggressive/destructive act, or other consumer behavior that involves a report to law enforcement, a complaint to an oversight agency, or a potentially serious threat to the health or safety of self or others. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Statewide, there were 3.98 Level 2 incidents per 1,000 active consumers reported this quarter involving consumer behavior. This is a slight increase over last quarter's rate of 3.59 Level 2 incidents per 1,000 active consumers. Variation among LMEs is likely due to variation in reporting by providers.

	Rate of Level 2 Incidents Involving Consumer Behavior Per 1,000 Active Consumers																			
LME	Total Incidents Involving Consumer Behavior				Suicide Attempt				Inappropriate or Illegal Sexual Behavior				Aggressive/Destructive Acts By Consumer				Other Consumer Behavior			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	1.56	2.28	2.10		0.37	0.26	0.34		0.00	0.18	0.00		0.09	0.44	0.25		1.10	1.40	1.51	
Albemarle	6.03	3.83	3.10		0.00	0.00	0.00		2.35	0.96	0.00		0.00	0.64	0.00		3.69	2.23	3.10	
Catawba	7.30	14.00	5.65		0.95	1.49	0.28		0.00	0.60	0.00		0.00	0.00	0.00		6.35	11.92	5.37	
Centerpoint	3.17	2.75	2.12		0.63	0.32	0.20		0.32	0.11	0.20		0.21	0.21	0.10		2.01	2.11	1.62	
Crossroads	2.51	4.07	7.83		0.00	0.41	0.41		0.00	0.14	0.14		0.73	0.68	1.92		1.78	2.85	5.36	
Cumberland	12.49	8.58	15.49		0.68	0.35	0.17		1.03	0.00	0.00		6.85	6.13	9.36		3.94	2.10	5.96	
Durham	6.29	6.05	6.99		1.42	0.94	0.52		0.20	0.00	0.52		0.41	1.13	1.75		4.26	3.97	4.19	
Eastpointe	2.86	4.83	6.22		0.36	0.37	0.36		0.24	0.74	0.84		0.48	0.00	0.00		1.79	3.72	5.02	
Five County	3.59	2.82	2.52		0.00	0.12	0.11		0.12	0.12	0.00		2.40	2.23	2.06		1.08	0.35	0.34	
Foothills	0.14	2.05	1.75		0.14	0.19	1.23		0.00	0.56	0.00		0.00	0.19	0.00		0.00	1.12	0.53	
Guilford	4.49	4.46	5.60		0.45	0.11	0.54		0.00	0.00	0.00		1.80	1.63	1.62		2.25	2.72	3.45	
Johnston	1.39	4.57	1.00		0.35	0.35	0.00		0.00	0.00	0.00		0.69	4.22	1.00		0.35	0.00	0.00	
Mecklenburg	6.71	2.02	2.83		0.09	0.00	0.19		0.33	0.39	0.53		0.00	0.00	0.00		6.29	1.63	2.11	
Neuse	6.36	3.20	2.56		0.00	0.46	0.14		0.00	0.00	0.00		6.36	2.29	0.00		0.00	0.46	2.42	
New River	1.99	2.33	NR		0.57	0.00	NR		0.28	0.29	NR		1.14	1.45	NR		0.00	0.58	NR	
Onslow-Carteret	0.37	0.32	0.86		0.00	0.00	0.00		0.00	0.00	0.14		0.00	0.00	0.43		0.37	0.32	0.29	
OPC	3.14	1.90	1.26		0.37	0.84	0.21		0.00	0.00	0.00		1.29	0.42	1.05		1.48	0.63	0.00	
Pathways	2.21	6.46	7.77		0.50	0.70	1.47		0.20	0.50	0.52		0.60	1.59	3.15		0.90	3.68	2.62	
Piedmont	1.80	1.16	1.17		0.23	0.18	0.11		0.53	0.27	0.26		0.00	0.00	0.00		1.04	0.72	0.80	
Pitt	1.66	6.10	6.13		0.00	0.32	0.32		0.00	0.00	0.00		0.15	0.32	0.32		1.51	5.46	5.49	
Roanoke-Chowan	1.34	1.99	1.34		0.27	0.00	0.27		0.00	0.00	0.00		0.80	0.85	0.81		0.27	1.14	0.27	
Sandhills	2.52	5.39	5.38		0.31	0.65	0.15		0.00	0.25	0.15		0.55	0.82	2.38		1.65	3.68	2.69	
Smoky Mountain	0.74	0.49	1.39		0.00	0.10	0.28		0.11	0.10	0.19		0.63	0.29	0.84		0.00	0.00	0.09	
Southeastern Center	9.17	8.11	6.17		0.00	0.00	0.13		0.78	0.29	0.27		0.16	2.17	1.61		8.24	5.65	4.16	
Southeastern Regional	5.04	3.57	1.42		0.42	0.50	0.19		0.21	0.50	0.00		0.00	0.00	0.00		4.41	2.58	1.23	
Tideland	0.61	2.74	1.51		0.00	0.00	0.00		0.15	0.00	0.00		0.00	0.00	0.15		0.46	2.74	1.36	
Wake	2.29	3.05	4.61		0.13	0.28	0.13		0.20	0.21	0.33		1.41	2.20	3.61		0.54	0.35	0.53	
Western Highlands	2.90	4.14	9.38		0.23	0.71	0.30		0.38	1.30	0.30		0.23	2.13	1.64		2.06	0.00	7.15	
Wilson-Greene-Edgecombe-Nash	8.88	14.10	20.77		0.42	0.00	0.00		0.21	0.00	0.50		0.21	1.28	1.25		8.03	12.82	19.02	
All LMEs Reporting	3.45	3.59	3.98		0.27	0.30	0.27		0.26	0.27	0.21		0.69	0.93	1.13		2.23	2.09	2.37	
Minimum	0.14	0.32	0.86		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Median	2.86	3.57	2.96		0.27	0.28	0.20		0.15	0.14	0.07		0.41	0.68	0.82		1.51	2.10	2.26	
Maximum	12.49	14.10	20.77		1.42	1.49	1.47		2.35	1.30	0.84		6.85	6.13	9.36		8.24	12.82	19.02	

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Table 54 - Numbers of Reported Level 3 Incidents Involving Consumer Behavior

This table summarizes the numbers of reported Level 3 incidents involving consumer behavior. Level 3 incidents include any suicide attempt that results in permanent physical or psychological impairment; any sexual behavior that results in death, permanent physical or psychological impairment, arrest of the consumer, or public scrutiny (as determined by the host LME); and any aggressive/destructive act or other consumer behavior reported to law enforcement or an oversight agency that results in death, permanent physical or psychological impairment, or public scrutiny (as determined by the host LME).

Statewide, there were 5 Level 3 incidents involving consumer behavior that were reported this quarter. Most (60%) of these incidents were related to inappropriate or illegal sexual behavior.

LME	Numbers of Level 3 Incidents Involving Consumer Behavior																			
	Total Incidents Involving Consumer Behavior				Suicide Attempt				Inappropriate or Illegal Sexual Behavior				Aggressive/Destructive Acts By Consumer				Other Consumer Behavior			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	1	0	1		0	0	0		1	0	0		0	0	1		0	0	0	
Albemarle	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Catawba	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Centerpoint	0	0	1		0	0	0		0	0	1		0	0	0		0	0	0	
Crossroads	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Cumberland	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Durham	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Eastpointe	0	1	0		0	1	0		0	0	0		0	0	0		0	0	0	
Five County	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Foothills	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Guilford	2	0	1		0	0	0		0	0	1		0	0	0		2	0	0	
Johnston	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Mecklenburg	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Neuse	0	1	0		0	0	0		0	1	0		0	0	0		0	0	0	
New River	0	0	NR		0	0	NR		0	0	NR		0	0	NR		0	0	NR	
Onslow-Carteret	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
OPC	1	0	0		0	0	0		0	0	0		0	0	0		1	0	0	
Pathways	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Piedmont	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Pitt	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Roanoke-Chowan	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Sandhills	2	0	1		0	0	0		1	0	1		1	0	0		0	0	0	
Smoky Mountain	0	0	1		0	0	1		0	0	0		0	0	0		0	0	0	
Southeastern Center	1	0	0		0	0	0		0	0	0		0	0	0		1	0	0	
Southeastern Regional	2	0	0		1	0	0		0	0	0		0	0	0		1	0	0	
Tideland	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Wake	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Western Highlands	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
Wilson-Greene-Edgecombe-Nash	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
All LMEs Reporting	9	2	5		1	1	1		2	1	3		1	0	1		5	0	0	
Percent of Total	100.0%	100.0%	100.0%		11.1%	50.0%	20.0%		22.2%	50.0%	60.0%		11.1%	0.0%	20.0%		55.6%	0.0%	0.0%	

Table 55 - Rate of Reported Level 3 Incidents Involving Consumer Behavior Per 1,000 Active Consumers

This table summarizes the rate of reported Level 3 incidents involving consumer behavior per 1,000 active consumers¹. Level 3 incidents include any suicide attempt that results in permanent physical or psychological impairment; any sexual behavior that results in death, permanent physical or psychological impairment, arrest of the consumer, or public scrutiny (as determined by the host LME); and any aggressive/destructive act or other consumer behavior reported to law enforcement or an oversight agency that results in death, permanent physical or psychological impairment, or public scrutiny (as determined by the host LME). Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Statewide, there were 5 Level 3 incidents involving consumer behavior that were reported this quarter for a rate of 0.02 Level 3 incidents per 1,000 active consumers.

LME	Rate of Level 3 Incidents Involving Consumer Behavior Per 1,000 Active Consumers																			
	Total Incidents Involving Consumer Behavior				Suicide Attempt				Inappropriate or Illegal Sexual Behavior				Aggressive/Destructive Acts By Consumer				Other Consumer Behavior			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.09	0.00	0.08		0.00	0.00	0.00		0.09	0.00	0.00		0.00	0.00	0.08		0.00	0.00	0.00	
Albemarle	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Catawba	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Centerpoint	0.00	0.00	0.10		0.00	0.00	0.00		0.00	0.00	0.10		0.00	0.00	0.00		0.00	0.00	0.00	
Crossroads	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Cumberland	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Durham	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Eastpointe	0.00	0.12	0.00		0.00	0.12	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Five County	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Foothills	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Guilford	0.22	0.00	0.11		0.00	0.00	0.00		0.00	0.00	0.11		0.00	0.00	0.00		0.22	0.00	0.00	
Johnston	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Mecklenburg	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Neuse	0.00	0.15	0.00		0.00	0.00	0.00		0.00	0.15	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
New River	0.00	0.00	NR		0.00	0.00	NR		0.00	0.00	NR		0.00	0.00	NR		0.00	0.00	NR	
Onslow-Carteret	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
OPC	0.18	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.18	0.00	0.00	
Pathways	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Piedmont	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Pitt	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Roanoke-Chowan	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Sandhills	0.16	0.00	0.08		0.00	0.00	0.00		0.08	0.00	0.08		0.08	0.00	0.00		0.00	0.00	0.00	
Smoky Mountain	0.00	0.00	0.09		0.00	0.00	0.09		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Southeastern Center	0.16	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.16	0.00	0.00	
Southeastern Regional	0.21	0.00	0.00		0.10	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.10	0.00	0.00	
Tideland	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Wake	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Western Highlands	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Wilson-Greene-Edgecombe-Nash	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
All LMEs Reporting	0.04	0.01	0.02		0.00	0.00	0.00		0.01	0.00	0.01		0.00	0.00	0.00		0.02	0.00	0.00	
Minimum	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Median	0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Maximum	0.22	0.15	0.11		0.10	0.12	0.09		0.09	0.15	0.11		0.08	0.00	0.08		0.22	0.00	0.00	

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Table 56 - Total Number of Level 2 and Level 3 "Other Incidents" Reported

This table summarizes the numbers of "other incidents" that were reported. All of the "other incidents" listed, except for fire, are Level 2 incidents. Fire may be either a Level 2 or a Level 3 incident. A fire that threatens the consumer's health or safety is a Level 2 incident. A fire that results in permanent physical or psychological impairment or public scrutiny (as determined by the host LME) is a Level 3 incident.

There was a total of 615 "other incidents" reported this quarter. This represents a 23% increase from last quarter. Most of the increase was in the category of unplanned consumer absences over 3 hours or absences reported to legal authorities and expulsions of consumers from services. Unplanned consumer absences represents 81.1%, suspensions of consumers from service represents 13.2%, and expulsions of consumers from services represents 4.7% of "other incidents" reported this quarter.

LME	Total Number of Level 2 and Level 3 "Other Incidents" Reported																							
	Total "Other Incidents" Reported				Suspension of Consumer from Services (Level 2 only)				Expulsion of Consumer from Services (Level 2 only)				Unplanned Consumer Absence Over 3 Hours or Reported to Legal Authorities (Level 2 only)				Fire that Threatens or Impairs a Consumer's Health or Safety (Level 2)				Fire that Results In Permanent Impairment or Public Scrutiny (Level 3)			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	11	8	15		1	4	4		1	0	0		9	4	11		0	0	0		0	0	0	
Albemarle	1	1	2		0	0	0		0	0	0		0	1	1		1	0	1		0	0	0	
Catawba	13	27	30		0	3	0		0	0	0		13	24	30		0	0	0		0	0	0	
Centerpoint	37	22	19		4	2	0		1	1	0		32	19	19		0	0	0		0	0	0	
Crossroads	2	11	24		1	5	15		0	1	0		1	5	9		0	0	0		0	0	0	
Cumberland	31	32	49		1	7	14		0	0	0		30	25	35		0	0	0		0	0	0	
Durham	18	20	26		1	0	0		1	1	0		16	19	26		0	0	0		0	0	0	
Eastpointe	8	8	32		0	0	1		0	0	0		8	8	30		0	0	1		0	0	0	
Five County	8	5	14		0	0	0		0	0	0		8	5	14		0	0	0		0	0	0	
Foothills	10	14	15		0	2	2		0	0	0		10	12	13		0	0	0		0	0	0	
Guilford	26	53	57		2	9	14		0	2	1		21	42	41		3	0	1		0	0	0	
Johnston	8	4	9		1	0	1		0	0	0		7	4	8		0	0	0		0	0	0	
Mecklenburg	86	55	64		3	1	0		0	0	0		80	53	63		3	1	1		0	0	0	
Neuse	5	5	6		1	2	0		0	0	0		2	3	6		2	0	0		0	0	0	
New River	11	30	0		1	1	NR		7	10	NR		3	19	NR		0	0	NR		0	0	NR	
Onslow-Carteret	2	5	1		0	1	0		0	0	1		2	4	0		0	0	0		0	0	0	
OPC	15	7	19		0	1	4		3	0	3		12	6	12		0	0	0		0	0	0	
Pathways	26	18	22		8	2	1		1	0	1		17	15	20		0	1	0		0	0	0	
Piedmont	40	25	37		4	2	3		1	1	0		34	17	34		1	5	0		0	0	0	
Pitt	4	8	8		0	0	0		0	0	0		4	8	8		0	0	0		0	0	0	
Roanoke-Chowan	2	1	0		0	1	0		0	0	0		2	0	0		0	0	0		0	0	0	
Sandhills	25	21	43		2	2	8		5	3	10		15	16	25		3	0	0		0	0	0	
Smoky Mountain	5	1	6		0	0	3		0	0	2		5	1	1		0	0	0		0	0	0	
Southeastern Center	26	19	12		0	0	2		2	1	1		24	18	9		0	0	0		0	0	0	
Southeastern Regional	4	15	4		0	0	0		0	0	0		4	15	4		0	0	0		0	0	0	
Tideland	3	0	3		2	0	1		0	0	0		1	0	2		0	0	0		0	0	0	
Wake	41	57	45		11	2	3		0	0	0		27	55	42		3	0	0		0	0	0	
Western Highlands	16	20	32		0	1	2		9	8	10		7	11	19		0	0	1		0	0	0	
Wilson-Greene-Edgecombe-Nash	11	7	21		1	1	3		0	1	0		10	5	17		0	0	1		0	0	0	
All LMEs Reporting	495	499	615		44	49	81		31	29	29		404	414	499		16	7	6		0	0	0	
Percent of Total	100.0%	100.0%	100.0%		8.9%	9.8%	13.2%		6.3%	5.8%	4.7%		81.6%	83.0%	81.1%		3.2%	1.4%	1.0%		0.0%	0.0%	0.0%	

Table 57 - Rate of Level 2 and Level 3 "Other Incidents" Reported Per 1,000 Active Consumers

This table summarizes the rate of "other incidents" that were reported per 1,000 active consumers¹. All of the "other incidents" listed, except for fire, are Level 2 incidents. Fire may be either a Level 2 or a Level 3 incident. A fire that threatens the consumer's health or safety is a Level 2 incident. A fire that results in permanent physical or psychological impairment or public scrutiny (as determined by the host LME) is a Level 3 incident. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Based on the reported data, statewide there were 2.45 "other incidents" per 1,000 active consumers during this quarter. This was a slight increase in rate from last quarter. Variation among LMEs is likely due to variation in reporting by providers.

LME	Rate of Level 2 and Level 3 "Other Incidents" Reported Per 1,000 Active Consumers																							
	Total "Other Incidents" Reported				Suspension of Consumer from Services (Level 2 only)				Expulsion of Consumer from Services (Level 2 only)				Unplanned Consumer Absence Over 3 Hours or Reported to Legal Authorities (Level 2 only)				Fire that Threatens or Impairs a Consumer's Health or Safety (Level 2)				Fire that Results In Permanent Impairment or Public Scrutiny (Level 3)			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	1.01	0.70	1.26		0.09	0.35	0.34		0.09	0.00	0.00		0.82	0.35	0.92		0.00	0.00	0.00		0.00	0.00	0.00	
Albemarle	0.34	0.32	0.62		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.32	0.31		0.34	0.00	0.31		0.00	0.00	0.00	
Catawba	4.12	8.05	8.48		0.00	0.89	0.00		0.00	0.00	0.00		4.12	7.15	8.48		0.00	0.00	0.00		0.00	0.00	0.00	
Centerpoint	3.90	2.32	1.92		0.42	0.21	0.00		0.11	0.11	0.00		3.38	2.01	1.92		0.00	0.00	0.00		0.00	0.00	0.00	
Crossroads	0.21	1.49	3.30		0.10	0.68	2.06		0.00	0.14	0.00		0.10	0.68	1.24		0.00	0.00	0.00		0.00	0.00	0.00	
Cumberland	5.31	5.60	8.34		0.17	1.23	2.38		0.00	0.00	0.00		5.13	4.38	5.96		0.00	0.00	0.00		0.00	0.00	0.00	
Durham	3.65	3.78	4.54		0.20	0.00	0.00		0.20	0.19	0.00		3.25	3.59	4.54		0.00	0.00	0.00		0.00	0.00	0.00	
Eastpointe	0.95	0.99	3.83		0.00	0.00	0.12		0.00	0.00	0.00		0.95	0.99	3.59		0.00	0.00	0.12		0.00	0.00	0.00	
Five County	0.96	0.59	1.61		0.00	0.00	0.00		0.00	0.00	0.00		0.96	0.59	1.61		0.00	0.00	0.00		0.00	0.00	0.00	
Foothills	1.37	2.61	2.63		0.00	0.37	0.35		0.00	0.00	0.00		1.37	2.24	2.28		0.00	0.00	0.00		0.00	0.00	0.00	
Guilford	2.92	5.76	6.14		0.22	0.98	1.51		0.00	0.22	0.11		2.36	4.57	4.42		0.34	0.00	0.11		0.00	0.00	0.00	
Johnston	2.77	1.41	3.00		0.35	0.00	0.33		0.00	0.00	0.00		2.43	1.41	2.66		0.00	0.00	0.00		0.00	0.00	0.00	
Mecklenburg	4.03	2.71	3.07		0.14	0.05	0.00		0.00	0.00	0.00		3.75	2.62	3.02		0.14	0.05	0.05		0.00	0.00	0.00	
Neuse	1.67	0.76	0.85		0.33	0.30	0.00		0.00	0.00	0.00		0.67	0.46	0.85		0.67	0.00	0.00		0.00	0.00	0.00	
New River	3.13	8.73	0.00		0.28	0.29	NR		1.99	2.91	NR		0.85	5.53	NR		0.00	0.00	NR		0.00	0.00	NR	
Onslow-Carteret	0.37	0.80	0.14		0.00	0.16	0.00		0.00	0.00	0.14		0.37	0.64	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
OPC	2.77	1.48	4.00		0.00	0.21	0.84		0.55	0.00	0.63		2.21	1.26	2.53		0.00	0.00	0.00		0.00	0.00	0.00	
Pathways	2.61	1.79	2.31		0.80	0.20	0.10		0.10	0.00	0.10		1.71	1.49	2.10		0.00	0.10	0.00		0.00	0.00	0.00	
Piedmont	1.34	0.75	1.05		0.13	0.06	0.09		0.03	0.03	0.00		1.14	0.51	0.97		0.03	0.15	0.00		0.00	0.00	0.00	
Pitt	0.60	2.57	2.58		0.00	0.00	0.00		0.00	0.00	0.00		0.60	2.57	2.58		0.00	0.00	0.00		0.00	0.00	0.00	
Roanoke-Chowan	0.54	0.28	0.00		0.00	0.28	0.00		0.00	0.00	0.00		0.54	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Sandhills	1.97	1.72	3.31		0.16	0.16	0.62		0.39	0.25	0.77		1.18	1.31	1.92		0.24	0.00	0.00		0.00	0.00	0.00	
Smoky Mountain	0.53	0.10	0.56		0.00	0.00	0.28		0.00	0.00	0.19		0.53	0.10	0.09		0.00	0.00	0.00		0.00	0.00	0.00	
Southeastern Center	4.04	2.75	1.61		0.00	0.00	0.27		0.31	0.14	0.13		3.73	2.61	1.21		0.00	0.00	0.00		0.00	0.00	0.00	
Southeastern Regional	0.42	1.49	0.38		0.00	0.00	0.00		0.00	0.00	0.00		0.42	1.49	0.38		0.00	0.00	0.00		0.00	0.00	0.00	
Tideland	0.46	0.00	0.45		0.30	0.00	0.15		0.00	0.00	0.00		0.15	0.00	0.30		0.00	0.00	0.00		0.00	0.00	0.00	
Wake	2.76	4.04	3.01		0.74	0.14	0.20		0.00	0.00	0.00		1.82	3.90	2.81		0.20	0.00	0.00		0.00	0.00	0.00	
Western Highlands	1.22	2.36	4.77		0.00	0.12	0.30		0.69	0.95	1.49		0.53	1.30	2.83		0.00	0.00	0.15		0.00	0.00	0.00	
Wilson-Greene-Edgembe-Nash	2.32	1.79	5.26		0.21	0.26	0.75		0.00	0.26	0.00		2.11	1.28	4.25		0.00	0.00	0.25		0.00	0.00	0.00	
All LMEs Reporting	1.99	2.05	2.45		0.18	0.20	0.32		0.12	0.12	0.12		1.62	1.70	1.98		0.06	0.03	0.02		0.00	0.00	0.00	
Minimum	0.21	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00		0.00	0.00	0.00	
Median	1.67	1.72	2.58		0.10	0.16	0.14		0.00	0.00	0.00		1.14	1.31	2.01		0.00	0.00	0.00		0.00	0.00	0.00	
Maximum	5.31	8.73	8.48		0.80	1.23	2.38		1.99	2.91	1.49		5.13	7.15	8.48		0.67	0.15	0.31		0.00	0.00	0.00	

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

**Table 58 - Unduplicated Count of Consumers with Level 2 Incidents Involving Suspensions of Consumers,
Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 incident reports involving suspensions of consumers filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 81 incidents involving 65 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 8. The average number of incident reports for all other consumers for which an incident was reported was 1.1.

LME	Total Number of Level 2 Incident Reports Involving Suspensions of Consumers															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	1	1	1	0.0	4	4	1	1.0	4	4	1	1.0				
Albemarle	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Catawba	0	0	0	0.0	3	3	1	1.0	0	0	0	0.0				
Centerpoint	4	4	1	1.0	2	2	1	1.0	0	0	0	0.0				
Crossroads	1	1	1	0.0	5	4	2	1.0	15	8	8	1.0				
Cumberland	1	1	1	0.0	7	5	2	1.3	14	11	2	1.2				
Durham	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0				
Eastpointe	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0				
Five County	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Foothills	0	0	0	0.0	2	1	2	0.0	2	2	1	1.0				
Guilford	2	2	1	1.0	9	8	2	1.0	14	10	3	1.2				
Johnston	1	1	1	0.0	0	0	0	0.0	1	1	1	0.0				
Mecklenburg	3	3	1	1.0	1	1	1	0.0	0	0	0	0.0				
Neuse	1	1	1	0.0	2	2	1	1.0	0	0	0	0.0				
New River	1	1	1	0.0	1	1	1	0.0	NR	NR	NR	NR				
Onslow-Carteret	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0				
OPC	0	0	0	0.0	1	1	1	0.0	4	3	2	1.0				
Pathways	8	8	1	1.0	2	2	1	1.0	1	1	1	0.0				
Piedmont	4	4	1	1.0	2	2	1	1.0	3	3	1	1.0				
Pitt	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Roanoke-Chowan	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0				
Sandhills	2	2	1	1.0	2	2	1	1.0	8	8	1	1.0				
Smoky Mountain	0	0	0	0.0	0	0	0	0.0	3	3	1	1.0				
Southeastern Center	0	0	0	0.0	0	0	0	0.0	2	2	1	1.0				
Southeastern Regional	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Tideland	2	2	1	1.0	0	0	0	0.0	1	1	1	0.0				
Wake	11	7	3	1.3	2	2	1	1.0	3	2	2	1.0				
Western Highlands	0	0	0	0.0	1	1	1	0.0	2	2	1	1.0				
Wilson-Greene-Edgecombe-Nash	1	1	1	0.0	1	1	1	0.0	3	3	1	1.0				
All LMEs Reporting	44	40	3	1.1	49	44	2	1.1	81	65	8	1.1				

**Table 59 - Unduplicated Count of Consumers with Level 2 Incidents Involving Expulsions of Consumers,
Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 incident reports involving expulsions of consumers filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 29 incidents involving 29 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 1. The average number of incident reports for all other consumers for which an incident was reported was 1.0.

LME	Total Number of Level 2 Incident Reports Involving Expulsions of Consumers															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0				
Albemarle	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Catawba	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Centerpoint	1	1	1	0.0	1	1	1	0.0	0	0	0	0.0				
Crossroads	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0				
Cumberland	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Durham	1	1	1	0.0	1	1	1	0.0	0	0	0	0.0				
Eastpointe	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Five County	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Foothills	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Guilford	0	0	0	0.0	2	2	1	1.0	1	1	1	0.0				
Johnston	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Mecklenburg	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Neuse	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
New River	7	1	1	0.0	10	10	1	1.0	NR	NR	NR	NR				
Onslow-Carteret	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0				
OPC	3	3	1	1.0	0	0	0	0.0	3	3	1	1.0				
Pathways	1	1	1	0.0	0	0	0	0.0	1	1	1	0.0				
Piedmont	1	1	1	0.0	1	1	1	0.0	0	0	0	0.0				
Pitt	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Roanoke-Chowan	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Sandhills	5	4	2	1.0	3	3	1	1.0	10	10	1	1.0				
Smoky Mountain	0	0	0	0.0	0	0	0	0.0	2	2	1	1.0				
Southeastern Center	2	2	1	1.0	1	1	1	0.0	1	1	1	0.0				
Southeastern Regional	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Tideland	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Wake	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Western Highlands	9	9	1	1.0	8	8	1	1.0	10	10	1	1.0				
Wilson-Greene-Edgecombe-Nash	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0				
All LMEs Reporting	31	24	2	1.3	29	29	1	1.0	29	29	1	1.0				

**Table 60 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Fires,
Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 and 3 incident reports involving fires filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 6 incidents involving 6 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 1. The average number of incident reports for all other consumers for which an incident was reported was 1.0.

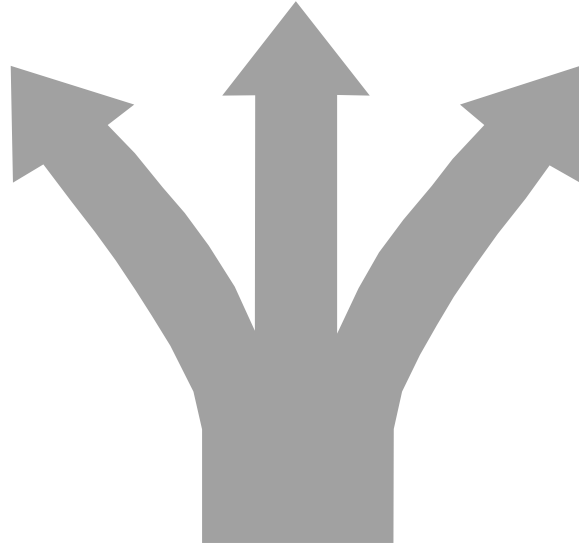
LME	Total Number of Level 2 and 3 Incident Reports Involving Fires															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Albemarle	1	1	1	0.0	0	0	0	0.0	1	1	1	0.0				
Catawba	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Centerpoint	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Crossroads	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Cumberland	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Durham	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Eastpointe	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0				
Five County	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Foothills	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Guilford	3	3	1	1.0	0	0	0	0.0	1	1	1	0.0				
Johnston	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Mecklenburg	3	3	1	1.0	1	1	1	0.0	1	1	1	0.0				
Neuse	2	2	1	1.0	0	0	0	0.0	0	0	0	0.0				
New River	0	0	0	0.0	0	0	0	0.0	NR	NR	NR	NR				
Onslow-Carteret	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
OPC	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Pathways	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0				
Piedmont	1	1	1	0.0	5	5	1	1.0	0	0	0	0.0				
Pitt	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Roanoke-Chowan	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Sandhills	3	3	1	1.0	0	0	0	0.0	0	0	0	0.0				
Smoky Mountain	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Southeastern Center	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Southeastern Regional	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Tideland	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0				
Wake	3	3	1	1.0	0	0	0	0.0	0	0	0	0.0				
Western Highlands	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0				
Wilson-Greene-Edgecombe-Nash	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0				
All LMEs Reporting	16	16	1	1.0	7	7	1	1.0	6	6	1	1.0				

Table 61 - Unduplicated Count of Consumers with Level 2 Incidents Involving Unplanned Consumer Absences, Highest and Average Number of Incident Reports Per Consumer

This table shows the total number of Level 2 incident reports involving unplanned consumer absences over three hours or absences reported to legal authorities filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 499 incidents involving 379 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 13. The average number of incident reports for all other consumers for which an incident was reported was 1.3.

LME	Total Number of Level 2 Incident Reports Involving Unplanned Consumer Absences > 3 Hours or Absences Reported to Legal Authorities															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	9	9	1	1.0	4	4	1	1.0	11	11	1	1.0				
Albemarle	0	0	0	0.0	1	1	1	0.0	1	1	1	0.0				
Catawba	13	9	3	1.3	24	14	4	1.5	30	19	4	1.4				
Centerpoint	32	26	3	1.2	19	14	3	1.2	19	13	4	1.3				
Crossroads	1	1	1	0.0	5	5	1	1.0	9	9	1	1.0				
Cumberland	30	23	4	1.2	25	21	3	1.1	35	23	7	1.3				
Durham	16	10	5	1.2	19	16	2	1.1	26	11	7	1.9				
Eastpointe	8	5	4	1.0	8	7	2	1.0	30	22	3	1.3				
Five County	8	5	2	1.5	5	5	1	1.0	14	11	4	1.0				
Foothills	10	10	1	1.0	12	11	2	1.0	13	12	2	1.0				
Guilford	21	15	4	1.2	42	29	5	1.3	41	32	4	1.2				
Johnston	7	7	1	1.0	4	4	1	1.0	8	4	3	1.7				
Mecklenburg	80	57	4	1.4	53	40	7	1.2	63	42	13	1.2				
Neuse	2	2	1	1.0	3	2	2	1.0	6	4	2	1.3				
New River	3	1	1	0.0	19	13	5	1.2	NR	NR	NR	NR				
Onslow-Carteret	2	1	2	0.0	4	4	1	1.0	0	0	0	0.0				
OPC	12	9	3	1.1	6	6	1	1.0	12	10	2	1.1				
Pathways	17	17	1	1.0	15	9	6	1.1	20	18	2	1.1				
Piedmont	34	21	8	1.3	17	15	2	1.1	34	33	2	1.0				
Pitt	4	4	1	1.0	8	8	1	1.0	8	7	2	1.0				
Roanoke-Chowan	2	2	1	1.0	0	0	0	0.0	0	0	0	0.0				
Sandhills	15	14	2	1.0	16	14	2	1.1	25	19	5	1.1				
Smoky Mountain	5	4	2	1.0	1	1	1	0.0	1	1	1	0.0				
Southeastern Center	24	19	3	1.2	18	12	3	1.4	9	8	2	1.0				
Southeastern Regional	4	3	2	1.0	15	12	2	1.2	4	4	1	1.0				
Tideland	1	1	1	0.0	0	0	0	0.0	2	2	1	1.0				
Wake	27	24	2	1.1	55	28	11	1.6	42	32	4	1.2				
Western Highlands	7	6	2	1.0	11	11	1	1.0	19	14	3	1.2				
Wilson-Greene-Edgecombe-Nash	10	2	8	2.0	5	2	4	1.0	17	17	1	1.0				
All LMEs Reporting	404	307	8	1.3	414	308	11	1.3	499	379	13	1.3				



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